1. **Management**

**Management Overview**

**AyadSons®** Group offers a complete management for existing manpower workers in your esteemedterritories as we are capable and experienced to deal with such group in an optimum civilized way to obtain the best and productive performance.

In addition, **AyadSons®** Group could manage and handle all housing rentals for your esteemedforeign and local employees due to the wide experience it has where previously dealing with similar business. Moreover, maintenance service provided by **AyadSons®** Group plays an important role in handling issues and problems arising from housing landlords due to them claiming broken and damaged items.

**AyadSons®** Group provide program to lease housing and office space in Great Cairo/Alex to be Contractor shall provide all supplies and services necessary to provide all supported personnel with furnished housing and offices. This includes locating and leasing housing/offices, assigning personnel to housing/offices, and billeting all dedicating personnel. We shall provide permanent housing short stay employees at any time with the exception of on duty emergency personnel.

**Manpower Out-Sourcing Service Division:**

**Overview**

* In today's competitive environment, more and more companies are realizing that it is not cost efficient to maintain in-house expertise in all functional areas.
* With ongoing fluctuation of economy and business strategies, the corporate mindset is shifting its focus from permanent hiring to temp by outsourcing HR processes. Outsourcing of Manpower and HR services has become normal routine among companies nowadays. With ever increasing business demands it becomes increasingly difficult for companies to get into the intricacies of screening hundreds of applicants and selecting the best out of them. They prefer to concentrate on the business and stay away from this messy and time consuming process. Now this is where a Manpower Outsourcing Company comes into the scene.

We at **AyadSons® Group**, identify qualified candidates whose skills match the specific disciplines you require.

* Flexibility in hiring.
* Cost and time saving in hiring process
* No permanent liability of people.
* Availability of experts for short duration/project related work.
* Availability of large resume data bank.
* Statutory obligations such as provident fund, gratuity, bonus, maternity benefits, professional tax, etc. are no longer a client’s responsibility.

Our Man-Power Outsourcing Service Division is fast becoming a preferred partner for employee leasing and temporary staffing with multinational companies, large Corporate, Public Sector Companies, Government Organizations & Ministries. More and more companies are opting for temporary staffing in order to retain head count, reduce employment expenses, minimize long term liabilities, and meet seasonal increase in business. Our In-house Payroll & Compliance Management Team ensures smooth and error free monthly payroll cycle. Our Help Desk team is available on line for any assistance or queries 24\*7\*365 with a record response time. We aim at integrating smoothly into your business and at the same time maintain continuity of your work force.

**How we work**

* We will assign a member of our team as a point of Contact / Account manager to work in partnership with you to be sure our service complements your business systems. We provide a flexible service that will respect your preferences, systems and methods of working. We will begin by a tailor made process based the demands of your company. You will know what to expect at each stage of the process so Easy Source will integrate smoothly into your business.

**Services we offer**

* Recruitment based projects
* Transfer of ad hoc employees
* Transfer of Contractual employees
* In house/On-site support of contractual employees (for larger projects)

**Advantages of using Contract staffing**

* Employee cost a variable cost
* Overcome manpower restrictions
* Avoid negative publicity
* Eliminate statutory issues

**Positions that may be out sourced**

* Sales Representatives
* Accounts Executives
* Operators
* Customer support Executives
* Engineers
* Front Office Executives
* Secretaries
* Labors
* Security Guards
* Technicians

**Rent Management**

* Management of all client’s rents and leases including:
* Offices Lease (Managing Financials)
* Dormitory Lease (Managing rents and finding new properties upon requirements)
* Car Rental Fleets (Managing Car and vehicles rents and providing cars, shuttle busses, working and engineering vehicles with/without drivers upon request)
* Plant and Equipment Rentals (Managing all designated equipment rentals)

**Car Rental Fleets**

* We **AyadSons®** Group shall provide your esteemed company with vehicle management services such services including but not limited to: renting cars, buses, supply necessary fuel or maintain the fuel operation

**Bookings Management**

* Management of all clients’ bookings from airline tickets, hotel reservations, airport transfers, express deliveries, etc…)

**Manpower Management**

* Management of all clients’ outsourced employees from managing their payroll and providing the client upon request with the designated resources to meet and match the desired qualifications and requirements.
* Ensure that all required works are processed within customer agreed contract by supervising and managing the overall performance of staff.
* Ensure all work procedures and policies are being followed.
* Track schedules and budgets
* Redirects personnel and resources as needed
* Disciplined teams committed to satisfying customer
* Moralize the team work
* Set Priorities
* Ensure product quality
* Involved in employee selection, career development, succession planning and periodic training.
Identifying problems, creating choices and providing alternatives courses of actions.
* Break down and clarify the goals that each team or individual has to perform and assign work schedules and strategies.

**Changeover of Quarters**

* We as a contractor shall ensure housing is ready for new occupants after departure of former tenant.

 Provide for the changeover of quarters for permanent residents.

 Quarters shall be ready for occupancy upon arrival of the new tenant.

 We shall:

* Clean doors, windows, mirrors, and appliances.
* Sweep and mop non-carpeted entryways and floors.
* Vacuum and shampoo all carpeted areas.
* Clean and sanitize all bathrooms.
* Wash and paint soiled walls and ceilings as required.
* Replace burned-out light bulbs.
* Ensure all appliances are in good working condition.
* Clean gas grills and ensures they are operational.

**Supply Chain Management**

* Management of all client’s suppliers whom are providing the client with their designated products such as: Drinking water supplies, office stationery supplies, and others

**Telecommunication Management**

* Management of all client’s telecommunication bills through managing the payroll of their employee’s and providing new SIM cards upon request, in addition to resolve any mobile service providers problems that may arise.

1. **Maintenance**

**Maintenance Overview**

* Our approach to the performance of any agreed contract is based upon customer satisfaction; service quality, and peoples’ safety, hence, we are continuously working to ensure that all your requirements are consistently being met. We will consider each individual of your employees to be our customer and will treat each employee with respect in the course of performing our work; recognizing their needs and the services required. In this way, we will be able to fulfil our goal of providing a service that will exceed expectations and manage costs.
* Our previous experience in performing the maintenance services contract for **‘NAMRU-3’** in addition to our current contract with **‘USAID/Egypt’** Management Services are of an excellent examples to the benefits of this approach.

 Consequently, the following is our technical approach to the required maintenance

 works and services that we will provide as follows:

* A knowledgeable and highly qualified maintenance team will be stationed at your respective Company for a 10 hours working shift – five days/week from Sunday to Thursday 7:30 AM to 5:30 PM.
* Services will be performed on "on call" requests during weekends and official holidays as required.
* The proposed team will be consisting of a Maintenance Supervisor, a) Work Shop Supervisor, an Electrician, a Plumber, a Carpenter and a couple of assistants. Such team will be responsible to perform all required repairs and maintenance in your Company.
* Should this crew is overloaded, other crews may be dispatched from our main headquarter office in Maadi (as needed) to complete a specific task.
* The team/maintenance supervisor will be responsible for inspecting all works performed at the subject premises.
* All Job orders will be organized and coordinated with your designated representative for the timing and performance of works.
* Work on critical items, will be initiated immediately. Any recommended actions as well as any unusual maintenance issues will be brought to the attention of your designated representative for an approved rapid action to take place.
* All necessary precautions will be taken to ensure the protection of the surrounding work area and every effort will be made to minimize the amount of disruption to your esteemed staff.
* No hourly charge for job orders performed by the proposed team during normal work hours will be invoiced to your esteemed company.
* **Ayadsons®** Group will ensure that those individuals involved are kept busy and productive to the greatest extent possible.
* Upon completion of the job order, and after being inspected and accepted by your designated representative, the relative invoice will be submitted along with all related data and costs.
* A detailed file for each premise will be established to provide a complete history of all maintenance and repairs.
* We shall provide all supervision, personnel, equipment, transportation, tools, materials to perform all required works at your respective premises and that would include but not limited to the following:
* Supply and installation
* Electrical works
* Plumbing works
* Wooden works
* Painting works
* Carpentry works
* Glass work
* General Works

**Residential Services (Expatriate flats)**

* Our previous experience in the **‘NAMRU-3’** maintenance contract and **‘USAID /Egypt’** management maintenance contract gave us a strong background of all frustrations experienced by expatriates personnel living abroad particularly in the areas involved with housing issues. One of the biggest frustrations involves coping with maintenance and repair work in their homes.
* The services that we will provide will lessen the difficulties and frustration due to the understanding of the expectations and level of quality of expatriate personnel. We also will pay special attention to the quality of the physical work performed and to the equally important factors such as: timeliness of response, courtesy of workers, protection of the personal effects and furnishings and the often neglected factor of cleaning-ups after the completion of services, as well as ensuring that the best possible materials are utilized when completing the services.

Our attention to every single detail in these areas has set up us apart from other contractors. Our proposed contract team has been assembled with careful attention in order to provide high quality services with greater consideration given to neatness, cleanliness, honesty and courtesy. We fully understand the importance of professionalism and customer relations in the performance of our work.

Among the residential services to be provided are the maintenance and repair duties in the following areas: *plumbing services, electrical works, carpentry works, painting works, glass work, woodwork and masonry, flooring, general works as well as all other related services*. Those services are to be described in detail in the following section.

**Procedures**

* Immediately upon recipient of a job order for a particular residence, our maintenance helpdesk/Customer Coordinator at our main headquarter office in Maadi will log the job order and date it.
* After the approval of the job order by the designated representative of your esteemed company, a convenient appointment will be arranged with the customer/resident to review the job order requirements.
* A crew supervisor will meet with the customer at the appointed time. A quick approximate estimate for material and manpower along with estimated duration to perform work will be made. Notes will be documented to any other necessary items (such as drop cloths to protect the area or additional people that may be required for furniture movement, clean-ups, etc.). This information will be relayed to your designated representative.
* After all arrangements for the job order have been set, the Crew Supervisor will check available stock of the required materials and tools. Procurement of any materials will be coordinated with your designated representative.
* Prior to the start of any work required, the assigned Crew Supervisor will assemble all necessary materials and tools as well as the proper technicians allowing immediate mobilization. This will help ensure that all necessary crew members are dispatched as soon as possible.
* At the appointed time, the Crew Supervisor along with the necessary tools, materials and personnel will meet at the customer's residence. The crew will prepare the area for work including moving any furniture, protecting the work area, etc.
* Upon the completion of the work, the work area will be cleaned and any moved furniture will be replaced back in its original position. All efforts will be made to complete the work in a single normal workday. If it is necessary to return the following day, the work area will be cleaned up to the greatest extent possible and all tools will be removed and every effort made to inconvenience the customer to the least extent possible.
* All of the above shall be conveyed and coordinated to your Company's designated representative.
* Upon the completion of the work, the job order will reflect the start and the completion dates, the hours worked by labour category, overtime, materials cost and total job order cost in addition to all other related information.
* If any job order has been found to be unsatisfactory due to bad workmanship or defective material, work shall be corrected at no extra cost to your company.

**Ayadsons®** Group will undertake all repair and maintenance works requested including but not limited to the following:

1. **Electrical Requirements**
	* Check, inspect and fix switch/receptacle/socket
	* Install bathroom and kitchen exhaust fans
	* Install track lighting
	* Fix switch/ receptacle/ socket shortage.
	* Repair / replace main distribution panel and circuit breakers.
	* Maintain and repair wiring problems.
	* Provide and Install appliances connections (refrigerators, freezers, hot water heater
	* Replace light bulbs/fixtures.
	* A/C units, dish washers, washing machines, dryers, microwaves, ceiling fans and stoves)
	* Install smoke detector
	* Provide and install A/C couplers
	* Replace security lights and lights which cannot be reached by the occupant.

All electrical equipment, service connections, distribution panels, connections, grounds, outlets, switches wring, branch circuits, ground fault circuits, lighting fixtures, photo cells shall be repaired or replaced as required to operate as originally intended and designed and in a safe manner.

1. **Plumbing Requirements**
* Repair leaks
* Blocked sinks
* Blocked toilets
* Replace faucets.
* Repair/ Replace toilet flushers.
* Repair/ replace toilet components
* Install new sinks.
* Install / replace water filters.
* Removal and replacement of bathroom fixtures.
* Replace bathtubs and /or showers.
* Maintain water heaters/water tanks.
* Repair/Maintain water pipelines, drains, tubs and toilets.

When repaired, plumbing systems shall be free flowing, in good, safe operating condition, free of leaks and drips. Waste and sewage lines shall be maintained including any drain or plumbing fixture

Any water resulting from overflowing fixtures, leaks, clogged drains or disposals shall be mopped up and vacuumed. Walls, ceilings and other structures which are damaged by or removed to gain access to leaks, clogs or other defects will be restored to original condition.

1. **Carpentry**
* Provide and install Security door locks
* Provide and install eye door viewers
* Provide and install door stopper
* Open doors in case of emergency
* Repair/adjust/replace inoperable hardware (hinges, locks, striker plates, latches, keepers, peep holes etc. (replacement of hardware shall match existing hardware in type, size, quality and finish)
* Repair cabinets
* Repair / replace wooden flooring.
* Cut shelves.
* Drill holes.
* Replace counter tops
* Install peepholes.
* Hang pictures and mirrors
* Replace broken rods, cords and drapery slides
* Replace broken window and door/window glass
* Repair doors, windows and screens as required
* Provide and install regular door locks
* Provide and install window screens and frames
* Provide and install venation blinds
* Maintenance and repair gates, gutters, walls, fences
* Manufacture and install cabinets and partitions

All runners, guides, rollers, pulleys and weights shall be properly aligned and lubricated to ensure smooth operation in opening and closing.

1. **Paintings**

All paintings, whether interior or exterior, partial or complete, shall include all work necessary for a finished job, including windows, door frames, trim, closets and shelves. Job includes cleaning of surfaces to be painted, sandpapering, caulking, sport priming, moving/protecting furniture in occupied units and other requirements for painting.

Touch-up painting shall be provided as required to correct and paint defects in interior and exterior surfaces (i.e. filling and painting of nail holes, nicks and scrapes, painting of walls, ceilings and other surfaces as required. Colour of touch-up paint will match existing).

Paint will be delivered in unbroken packages bearing the manufacturer's name and brand designation.

We also polish furniture as required.

1. **Flooring**
* Marble polishing
* Machine sand/smoothing and varnish wooden floors.
* Flooring with seasoned BEECH Tiles
* Flooring with seasoned ARW Tiles
* Textile flooring (moquette) glue
* Repair/replace wood flooring.
* Supply and laying of skirting including finishing
* Complete floor tiling

Damaged or deteriorated flooring, sub flooring and structural members shall be repaired or replaced to provide a structurally sound, uniform and aesthetic surface which is free of cracks, breaks, chips, tears, stains and buckling.

1. **General Works**

We perform all types of Residential and Non-Residential renovations and repairs, big or small, exterior or interior, including but not limited to:

* Masonry/bricks works such as opening cases on masonry walls for pipes, electrical conduits, cables, sewage (including removal of refuse material, closure of cases and restoration of plastering, finishing and cleaning).
* Opening of air-conditioning set including installation of wooden frame
* Close the opening of the air-conditioning set, window type by means of bricks, plastering inside and outside painting.
* Removing of floor tiles of any kind
* Partial demolition of internal and perimetral walls to obtain doors, windows etc…
* Masonry in elevation bound with cement mortar or hydraulic lime including plastering, finishing and cleaning.
* Repair after removing the old humid plaster for inside walls
* Outside plaster
* Granulite plaster any colour including complete wall preparation
* Supply and installation, disassembly of iron or wooden scaffold.
* Wood/Metal Garden sheds
* Kitchens and bathrooms remodelled
* All types of Countertops
* Room Additions
* Sidewalks
* Complete remodels

We offer high quality, professionally managed installations in occupied or vacant properties. We will provide you with the most competitive-priced replacement service.

**Professional Consultation**

Our company will provide consulting and inspection services as requested of all potential new residences contemplated for use by your esteemed company. This survey, among other things, will include an evaluation of structural integrity, potential maintenance problems and general suitability of the proposed residence.

**Emergencies**

**Overview**

* Emergency work orders are addressed immediately and involve issues such as (but not limited to) water, fire and utility problems. We understand that in emergency situations every second counts, especially to a resident who may be worried about their safety or that of their families and their personal property.
* Our company has already staffed its office with one English speaking employee from 07:30 to 17:30 hours on Fridays, Saturdays and approved holidays to handle emergency requests. A substitute employee will always be available to cover the office.

 Your designated representative will be provided with a list of at least three supervisors

 and their contact numbers who may be contacted by your Company during non-working

 hours to report emergencies.

**Procedures**

In case of an emergency request outside Maadi, **Ayadsons®** Group shall respond within one Hour from the time emergency report is generated by your designated representative or any of your respective individuals.

* For emergencies at Maadi residences, **Ayadsons®** Group shall respond within 20 minutes from the emergency report time due to the fact that 95% of our crew supervisors are occupied in Maadi as well as 90% of our technicians.
* As soon as the emergency is reported, one of our supervisors and appropriate technician, equipped with the basic tools and equipment necessary to take the appropriate action upon arrival at the site of the emergency, will be dispatched.
* A means of transportation for the emergency technician shall be provided at all times.
* In case of major emergencies, **Ayadsons®** Group’s General Manager will be present for further assistance and directions.
* Emergencies inside your buildings out of working hours will be covered by the proposed resident crew/team.

**Call Out Services**

* The work may consist of maintenance and repair to the housing units, appliances and associated components, and other equipment. Such work normally doesn't require detailed planning or long procurement time. Upon recipient of such calls, **Ayadsons®** Group will document, classify, respond and complete each call out service within the time period specified. We shall maintain a file on the current status of call out service, and be prepared to provide status to authorized callers.

 Call out for facilities and appliance repairs shall be classified as either emergency or

 routine. Classifications of such calls are as follows:

1. **Emergency Call out Service**
* Emergency call out will be addressed immediately as mentioned above, and our response shall be within 20 minutes for Maadi area from the time the emergency report is generated by your designated representative or any ofyour respectedindividuals. Outside Maadi, our emergency response time will be of a maximum of one hour.

For emergencies at residences: As soon as the emergency is reported, our technician will be dispatched as fast as we can to take whatever immediate action is needed to secure the safety of persons and property affected by the emergency. **Ayadsons®** Group assigned employee for the task may call for additional resources if needed to resolve the emergency.

This technician shall be capable of dealing with a broad range of emergencies, such a broken water pipes, fires, electrical outage, etc...

1. **Routine Call out Service:**
* Routine Maintenance involves everyday maintenance requests. Such maintenance involves responding to routine job orders consisting of typical household repair/replacement requirements (i.e. cracked tiles, leaking faucets). Response time for routine maintenance is within 24 hours.

Upon receipt of call, the supervisor will negotiate the time and date that repairs will be effected with the resident or your designated representative.

Delivery and performance of services shall be made only as authorized and specified in the job orders issued by your esteemed company.

Our Quality Control Department shall inspect on a random basis the works to ensure compliance with our quality standards and the delivery order's performance requirements.

**Ayadsons®** Group performs other related services which are encompassed in our areas of expertise and may be obtained as required, such as:

**Residential Make-Readies**

We will undertake all work requested for the preparation of vacant residences each year for either new occupancy or return of the property to the landlord upon termination of the lease including: electrical, HVAC, plumbing, carpentry, painting and flooring requirements.

Once an approved job order has been released from your designated representative, inspection visits is made to the work location to physically audit the required work and prepare a completed quick estimate for the work, required materials to be procured.

The time for completion of the said make ready is then discussed with your designated representative to make sure that it meets with the actual company's plan for housing of the new occupant. Work will begin on time. Inspections of the make ready shall be done via our company's quality control team who raises any deficiencies to **Ayadsons®** Group’s general manager for immediate corrective actions. In addition, inspections by your designated representative with one of our management team will be done as required. After work completion, the work location shall be left clean and ready for inspection.

Upon completion of work, a final inspection shall be done by our quality control team and your designated representative for final acceptance of the work.

After completion of the work, and prior to apartment occupancy, cleaning services shall be carried out and the main door lock cylinder will be replaced by a new one provided by your designated representative as a security precaution.

**Change of Occupancy Services**

Work shall follow the same procedures as Residential Make Readies.

**Periodic Preventative Maintenance**

A minimum of a semi-annually preventative maintenance check and servicing (usually in March and October) will be performed for each residence. Based on manufacturer's recommendations, certain items may require maintenance inspections or servicing more often. In all cases, the manufacturer's recommendations or normally accepted industry standard will take priority and dictate the required maintenance schedule for these items.

Among routine inspections, the following are checked, changed and/or repaired: all filters for air conditioners and air purifiers, batteries in all smoke detectors and A/C's remote controls, cleaning all filters for water distillers; checking all mechanical items for appliances, including washing machines, dryers, stoves, dishwashers, refrigerators, and freezers. Voltage stabilizers are checked and tested. Fire extinguishers are checked, a green card is attached to each one bearing the date of inspection and the signature of the person who inspected it. Other checks and repairs are performed including clearing drains and checking door and window mechanisms.

Prior to performing the normally scheduled maintenance inspection, a maintenance file for each residence will be established to include types, quantities and peculiarities of all items requiring routine maintenance.

An individual residence specific checklist will be issued to the Crew Supervisor to identify the items requiring inspection. The necessary tools, equipment and a supply of potential spare parts will be assembled. The crew will arrive at the residence at the agreed-upon time to perform the work.

**HVAC Maintenance Work**

We are specialized in heating, ventilation and air conditioning (HVAC) service. We have the capabilities to handle all your HVAC needs, including complete installation, equipment replacement and repairs. Our fully technicians are available 24 hours a day, 7 days a week.

Our certified technicians have the experience to repair the many different makes and models of heating and air conditioning equipment.  We believe in customer satisfaction and understand the importance of a smooth running home/office comfort system.

This type of service is provided as required and in case the periodic preventive maintenance is not needed

**Warehousing and Inventory Management Services**

Our past experience in working with **‘NAMRU-3’** demonstrates our capabilities in managing the storing and inventory of the government's owned appliances, equipment and furniture. The renewal of our contract with them for another period of 5 years is an excellent example of our high quality storage and accurate accountability system.

In fact, our company owns a large and fully equipped and secured storage facility which is conveniently located in Zahraa El Maadi. Such facility is an indoor storage, consisting of two floors and has the following specifications:

* 800 square meters
* Fully insured
* Climate controlled
* Provided with fire protection system to adequately control any situation that may arise (fire extinguishing water supply /fire extinguisher and fire alarms (smoke detectors)
* Well sealed to prevent water, dust, debris and insects from entering stored items.
* Have enough internal lighting
* Reinforced floors
* High ceilings
* 24/7 security (security personnel are employed throughout the warehouse and loading areas).
* multi-purpose trucks and vehicles access entrances

We offer a safe, clean, secure place for you to put all your valuable items. We shall manage your inventory using our fully computerized inventory management system. Such inventory will be instantly updated. Our storage control system will be tailored to meet your specific requirements.

Our designated storage manager who has served as an inventory specialist for several years will be responsible for the receipt, control, storage, inventory, distribution, moving and handling of furnished items between the various locations of your esteemed company.

An internal control and accountability system for all such moves will be carried out by our company (complete forms of inventory for in/out, change, receipt, destroying, etc.) will be submitted prior to the starting of the contract for your contracting department's approval).

1. **Cleaning Services**

**Cleaning Overview**

Ayadsons® Group is Specialist in providing complete Custodial services and products of high quality, efficiency and reliability.

We shall provide all labour, materials, supplies, equipment and supervision necessary to perform custodial services for vacant or furnished housings. The work will include all interior floors, and wall surfaces including fixtures, equipment, appliances which shall be cleaned and maintained to provide the optimum characteristics of the particular surface being serviced. All screen panels, doors, windows and grills shall be cleaned.

Custodial services shall be performed in accordance with the following quality standards:

* + Sweeping /Dust Mopping – Ceramic floors shall be swept and resilient or wood-flooring dust mopped. A complete service shall leave floors free of all loose dirt, streaks, smears, gum, or other foreign matter.
	+ Damp Mopping – Floors shall be damp mopped. A complete service shall leave floors free of dirt, streaks, smears, and stains.
	+ Spray Buffing – Dust mopping and dam mopping shall be accomplished prior to spray buffing. Resilient floors shall be spray buffed. A complete service shall leave floor with a high gloss and uniform sheen.
	+ Vacuuming Carpets and Rugs – Carpets areas and rugs shall be vacuumed. A complete service shall leave fabric free of all loose soil and debris. Spots shall be removed as they appear and the area shall be uniform with surrounding carpet rugs.
	+ Room cleaning – All furniture, equipment, horizontal and vertical surfaces shall be dusted or vacuumed. Wall and partitions shall be wiped clean. Air vents and registers shall be wiped clean.
	+ Bathroom/Restroom Cleaning –The surfaces of bathroom/restroom plumbing fixtures, water closets, urinals, lavatories and sinks shall be washed utilizing a disinfectant and shall be free of stains and odours. Floors shall be swept/dust mopped free of dirt, stains and wet moped with a disinfectant. Mirrors shall be cleaned and polished. Restroom wall shall be cleaned free from film, streaks, stains, and graffiti. All metal fixtures and hardware will be clean and bright.
	+ Kitchen Cleaning – Clean and damp wipe counters. Interiors and exteriors of ranges and refrigerators and microwaves shall be cleaned. All cabinets shall be cleaned and polished. Counter tops and sink(s) shall be washed and wipe clean.
	+ Walk-off Mat Cleaning – All entrance mats shall be cleaned free of soil and grit.
	+ Terrazzo, Ceramic Tile Floors – Concrete, terrazzo, and ceramic tile floors shall have all stains, scuffs, and imbedded dirt removed.
	+ High Cleaning – High cleaning includes cleaning horizontal and vertical surfaces including all overhead piping and ceiling areas. All lint, litter and soil shall be removed. Screens or grills if removed shall be cleaned and reinstalled in their original positions.
	+ Exterior Glass Cleaning – We shall thoroughly clean all exterior glass surfaces including glass in doors. All glass surfaces shall be cleaned free of streaks or stains and shall be wiped dry. All paint, putty, and foreign matter found on glass surface shall be removed. All screens shall be removed for cleaning and reinstalled.
	+ Interior Glass Cleaning – We shall thoroughly clean all interior glass surfaces including glass in doors and partitions. All glass surfaces shall be cleaned free of streaks, or stains and all adjacent surfaces shall be wiped dry. All paints, putty and foreign matter found on glass surfaces shall be removed.
	+ Cleaning Light Fixtures

1. *Fluorescent Light Fixtures:* deflector grille diffusing louvers and fluorescent tubes will be removed. Grille will be washed and dried quickly. Fluorescent tubes and fixtures will be cleaned and wiped.

2. *Light fixtures* (other than Fluorescent) globe, shade or plastic panel will be removed. Removable fixture will be washed with damp cloth.

* + Clean Blinds – Blinds shall be removed and cleaned frees of all loose dust, smudges, streaks and embedded dirt from both sides and hung in working order.
	+ Clean and Polish Furniture – Wood and finished metal surfaces shall be dusted followed by polishing. Leather or plastic (vinyl) covers shall be damp cleaned. All upholstered surfaces shall be vacuumed to remove dust and lint. Spot cleaning on upholstered furniture shall be accomplished with non-shrinking cleaning agents.
	+ Shampooing Carpets, Rugs and Upholstered Furniture – Carpets, rugs, and upholstered furniture shall be shampooed or cleaned in place and will be free of streaks, stains, spots and other foreign matter. Finished product shall present a bright uniform colour, and be ready for use the same day. A hot water extraction method (steam cleaning) shall be used in the shampooing process to ensure that all dirt, water, sand cleaning agents is removed. After the shampoo operation, we shall return the nap of the carpet to a "like new" condition.

All furniture or other equipment moved during each operation shall be returned to their original positions after cleaning process.

Drapery / Upholstery

*1- Draperies*

We will provide all the necessary services for:

* + Fabrication and installation of drapes as needed.
	+ Installation of curtains rod
	+ Remove, dry clean, iron and reinstall drapes and curtains and lamp shades.

*2- Upholstery*

We shall upholster all types of furniture in accordance with the practical engineering standards.

Our skilled upholsterers will re-upholster the required furniture to the highest standard and quality, using your choice of material. Upon the arrival of the furniture pieces at our workshop, our skilled re-upholsterers will inspect them, remove existing cover fabric, carefully measure, cut and recover with your chosen material, replacing any broken springs, webbing, canvas or padding and re-cramping and gluing loose joints on frames, if required. They will also repad them using foam where possible. Arms will be repadded and seat cushions will be replaced /repadded if they have flattened, with the result that the piece will look like new afterwards.

All furniture upholstery work will be undertaken with the following goals in mind:

* understand and meet the client’s demands and wishes
* ensure the upholstery is in accord with the style of the piece
* Minimise damage to the frame as it is the most important part in the furniture piece.

**Procurement of Materials**

All required materials, supplies and spare parts shall be provided to satisfactorily complete job orders.

All supplied materials and spare parts shall be new, free of defects and best commercial quality for purpose noted. Related invoices shall be retained at all times.

We shall obtain the written approval of your Designated Representative prior to any procurement or purchasing.

AyadSons® Group Technical Approach for Personnel

We have already a strong team of crew supervisors, technicians and labours. Our personnel have been selected based upon technical expertise in their field as well as diversity in their capabilities to perform the work in other areas. However, the most important criteria will be in the areas of honesty, integrity and courtesy. Due to the frequent interface that will be necessary with company personnel and their families, these qualities will be the determining factor in the selection of our personnel.

All technicians will wear clean, neat, identical uniforms with the company logo while on duty. When possible, our crew technicians will remove their shoes when working in occupied quarters. We shall ensure that all reasonable precautions are taken to prevent soiling carpets, furniture, walls, etc. Drop cloths will be used when painting or when performing other type of work that might produce excessive dust or cause damage to the surrounding area. Striker plates, door hardware, etc. will be removed or masked when painting and the masking removed upon completion of the job. Standing on any furniture will not be permitted. Proper safety precautions will be observed at all times. Careless operations or neglect of equipment will not be tolerated. Under no circumstances will paint, thinner or any other environmentally harmful chemical be dumped in the plumbing or drainage system. All such chemicals will be disposed of properly. All work areas will be left clean and neat after performing our work.

Our crew supervisors and technicians shall have fast response, excellent knowledge of their tasks as well as an excellent behaviour.

Our employees will not be allowed to accept tips. If a requestor feels that particular individual deserves mentions, he is encouraged to communicate this to our crew supervisor so that the individual can be appropriately recognized by management in front of his peers. This will encourage competitiveness among the workers to promote better service from all the crew staff.

We are very familiar with the security requirements for working on NAMRU-3 and USAID premises and Petroleum companies as well. All personnel shall have a badge ID issued from the company and shall be worn at all times during official working hours or during emergency work orders and shall be presented or clearly shown to all residence occupants prior to enter the residences. The badge shall bear the company name and logo, a recent photograph of the employee, employee's name and occupation, signature and stamp of our general manager. Details of the company issued ID will be discussed with your Designated Representative following the award of this contract.

A complete police record of all personnel will be provided to your Designated Representative prior to the commencement of contract.

Ayadsons® Group HSE System

We have already an effective and aggressive HSE policy and program signed, endorsed and actively supported by our company's Top Management.

* We shall conduct all activities and services required under this contract in such a way as to avoid harm to the health of, or injury to our employees, subcontractors, third parties and damage to property or the environment. It is a part of our workers’ character to prevent accidents and other unwanted events.
* All our personnel will strictly adhere to all your safety rules and regulations. We will ensure that all our employees working at your respected premises are furnished a copy and are familiar with these rules. Any employee failing to observe or comply with these rules will be removed from the worksite and will be replaced immediately with another of the same category.
* All employees shall maintain discipline at the workplace at all times as well as a relatively quiet operation with maximum possible dust and noise control during working hours in order to keep the disturbance to the occupants to a minimum.
* All known hazards associated with the services required under this contract will be communicated to all our employees.
* Careless operation or negligence of the equipment will not be tolerated. Under no circumstances paint, thinner or any other environmentally harmful chemical will be dumped in the plumbing or drainage system. All such chemicals will be disposed of properly.
* We shall not block any access to emergency equipment or exists.
* We shall comply with all your safety rules, signs and markings. No one shall enter areas that marked "Restricted" without proper authorization from your designated representative.
* Our personnel shall enter and leave your respected premises through entrances and exits assigned by your Designated Representative, and shall follow assigned routes to and from the work area.
* We shall not use any of your equipment or materials unless such use is specifically authorized in advance by your designated representative.
* We shall arrange for the removal and disposal of all waste and debris resulting from the work under this contract, on daily basis, and in accordance with applicable local laws and regulations and good housekeeping rules.
* All our employees will comply with your specific requirements with regard to the wearing of personnel protective equipment.
* All necessary personnel protective equipment such as safety helmet, safety shoes, overalls, gloves, safety glasses, ear plugs, and respirators will be made available to all our employees working under this contract.
* All our employees will adhere at all times to the instructions of your Designated Representative for the protection of the buildings, entrances, plants, equipment and materials.

**Safety Precautions**

Proper safety precautions will be observed at all times. In addition, all our personnel will strictly adhere to your security and safety rules as well as to all local and country applicable regulations and standards for Occupational Safety and Health.

Personal Protective Equipment will be provided and used at all times during the performance of work required under this contract.

**References**

We at Ayadsons® Group are pleased and honored to announce that we have served a lot of foreign families as well as Oil Companies located in Maadi such as:

* Unicef Egypt
* US-AID EGYPT
* NAMRU -3
* American Embassy, Cairo
* Embassy of South Africa, Cairo
* British Petroleum Company (BP)
* Ericsson Co.
* Johnson control Int.
* P&G (Procter and Gamble – Egypt)
* IBM
* Cisco
* Al Ahram Beverages
* Huawei Technologies
* Statoil Egypt
* Canadian Embassy
* C.A.C College, Maadi
* AMOCO ( currently BP)
* British Gas Co. (BG)
* Foreigner’s Houses located in Maadi and Zamalek
* French School in Maadi