



PORTO

FACILITY MANAGEMENT W.L.L

بورتو للصيانة وإدارة المرافق ذ.م.م

SUBSIDIARY OF PORTO HOLDING GROUP

Building Success One Step at a Time.

BRAND PROFILE



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.

In line with our dedication to supporting Qatar's sustainable growth, we are continuously evolving to meet the demands of a fast-paced market. By implementing predictive maintenance tools and real-time monitoring, we can anticipate and resolve potential issues before they impact operations, resulting in improved cost-effectiveness and customer satisfaction.

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.

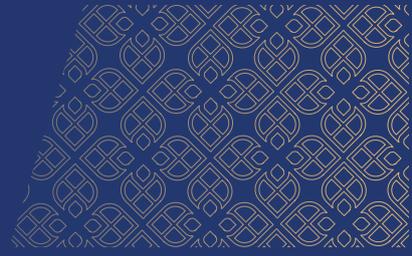




Our Vision is to rise as Qatar's leading provider of Facility Management Services, delivering exceptional, customized projects that support strategic alliances and foster the country's sustainable economic development. Through responsible, long-term investments, we are committed to making a lasting impact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

VISION





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.



MISSION



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.





SAFETY AND COMPLIANCES

- 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[®]

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.

timeTec





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

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

CAFM



OUR SERVICES

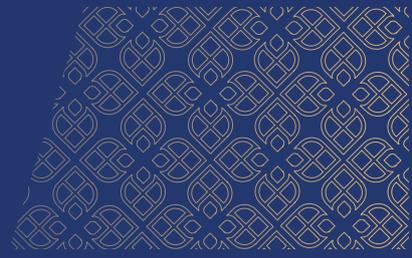
We provide Integrated Facilities Management Services, the smart way to drive operational efficiency in your building by helping you manage your assets, operations, and workforce. Let's optimize assets, streamline operations and empower workforce together; and revolutionize your building management today.

We support the strategic objectives of our clients by ensuring their facilities are safe, efficient, and conducive to 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 80%. 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 planning, 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.



14. Asset Management: 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.

13. Thermal Heat Camera inspection

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.



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.



17. Fit Out

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.

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.



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.



DRONE FACADE CLEANING AND INSPECTION

High-Pressure system

High payload capacity

One of the market's most powerful drones with a lifting capacity of 16 kg.

Lightweight hose

The drone is equipped with a special high-pressure, lightweight hose for unique and easy handling.

High pressure

Our high-pressure system is designed to spray liquids up to 3200 PSI (15 L/min).

Ease-in technology

The drone comes with technology that gradually increases the pressure, thereby ensuring the drone's stability.





High-Pressure system

Our powerful high-pressure system can handle tough dirt and stains on building facades and roofs. It comes with a user-friendly pressure adjustment feature, ensuring optimal cleaning results without damaging delicate surfaces.

Its compact design make it a game-changer in aerial cleaning services, providing unparalleled efficiency and adaptability for maintaining the pristine appearance of buildings and structures.

- Adjustable pressure output**
- Ideal for cleaning infrastructures, facades and roofs**



Remote-Controlled Automatic Roll-Up Hose

Our Drone Cleaning System features a remote control that enables you to manage the hose length from a distance, ensuring precise control and hassle-free operating of the drone during cleaning tasks. This advanced feature not only saves time but also enhances safety by reducing the risk of tangling or accidents.

- 100-meter hose length**
- Lightweight, high-quality hose material**
- Remote-controlled roll-up hose**



OUR RUNNING PROJECTS

Hassad Food Headquarters, G+3 Office Building

WEST BAY- Starting 2022- Till Present

ANNUAL CONTRACT

- 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

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



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

ANNUAL CONTRACT

- 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 current system
- Plumbing and drainage
- Cleaning
- Room attendance



SHK Khalid Saud A H Al Thani palace

Starting 2022- Till Present

ANNUAL CONTRACT

- 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

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 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

ANNUAL CONTRACT

- 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

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 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



OUR FINISHED PROJECTS



2022

ARABIAN MEP

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

2021

BRICKSTONE TRADING & CONTRACTING

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

2019

BOOM GENERAL CONTRACTING

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

2022

BLUE STAR

- **LOCATION:** Gewan Island Project, Lusail
- **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

2019

AL- MOAYYED

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

2022

TECHNO-Q

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

2018

LEONARDO

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



CERTIFICATES

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CERTIFICATE

This is to Certify that the Management System of
PORTO FACILITY MANAGEMENT W.LL

PORTO
 FACILITY MANAGEMENT
 إدارة مرافق

**BUILDING NO:- 356, STREET:- 230, AREA:- 24,
 C- RING ROAD DOHA, QATAR.**

has been found to conform to the Quality Management System standard:
ISO 9001:2015

This certificate is valid for the following scope of operations:
 BUILDING OPERATIONS, MAINTENANCE, AND REPAIR OF SYSTEMS AND EQUIPMENT. PREVENTIVE MAINTENANCE TO ENSURE LONG-TERM FACILITY PERFORMANCE. CORRECTIVE MAINTENANCE TO ADDRESS AND RECTIFY ANY ISSUES PROMPTLY. RENOVATION AND REFURBISHMENT TO UPDATE AND IMPROVE FACILITY INFRASTRUCTURE. CLEANING AND HOSPITALITY SERVICES.
 SECURITY AND SURVEILLANCE.
 LANDSCAPING, IRRIGATION, AND GROUNDS MAINTENANCE SERVICES.
 ENERGY MANAGEMENT AND SUSTAINABILITY PRACTICES.
 SPACE MANAGEMENT AND WORKPLACE OPTIMIZATION.
 WASTE MANAGEMENT AND RECYCLING PROGRAMS.
 COMPLIANCE WITH HEALTH, SAFETY, AND ENVIRONMENTAL REGULATIONS

Certificate No.: **Q457887A**

Date of initial registration	Date of this Certificate	Surv. audit on or before/ Certificate expiry	Recertification Due
23 September 2024	23 September 2024	22 September 2025	22 September 2027

This Certificate remains valid subject to satisfactory surveillance audits.

Director

PORTO FACILITY MANAGEMENT AND SYSTEM SERVICES LIMITED
 Registration Office: P.O. Box 110888, Doha, Qatar
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**BUILDING NO:- 356, STREET:- 230, AREA:- 24,
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has been found to conform to the Facility Management System standard:
ISO 41001 :2018

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 WASTE MANAGEMENT AND RECYCLING PROGRAMS.
 COMPLIANCE WITH HEALTH, SAFETY, AND ENVIRONMENTAL REGULATIONS.

Certificate No.: **Q457887P**

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**BUILDING NO:- 356, STREET:- 230, AREA:- 24,
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has been found to conform to the Occupational Health & Safety Management System standard:
ISO 45001:2018

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 BUILDING OPERATIONS, MAINTENANCE, AND REPAIR OF SYSTEMS AND EQUIPMENT. PREVENTIVE MAINTENANCE TO ENSURE LONG-TERM FACILITY PERFORMANCE. CORRECTIVE MAINTENANCE TO ADDRESS AND RECTIFY ANY ISSUES PROMPTLY. RENOVATION AND REFURBISHMENT TO UPDATE AND IMPROVE FACILITY INFRASTRUCTURE. CLEANING AND HOSPITALITY SERVICES.
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 ENERGY MANAGEMENT AND SUSTAINABILITY PRACTICES.
 SPACE MANAGEMENT AND WORKPLACE OPTIMIZATION.
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ISO 14001:2015

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THANK
YOU