The facilities management industry in the region has been steadily growing over the last few years, and because of its current, busy nature, we realised it was time to recognise the influential figures of FM in the GCC with Facilities Management Middle East’s inaugural power list.

How was the list compiled? We defined power as influence. Essentially, the more people you can influence, the more powerful you are.

We shortlisted people from every section of the industry — integrated facilities management, security, cleaning, energy services, pest control, waste management, and even included suppliers and academics. We should make it clear that the power list is not scientific, and only represents our own analysis of the balance of power in the facilities management industry.

Putting this list together was a challenge, but the power these 50 individuals collectively represent packs a mighty punch. We hope this list generates debate and discussion within the community, and will mark the start of an annual look at the movers and shakers of the FM industry in the GCC region.
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<td>50</td>
<td>Gundeep Singh</td>
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Jamal Abdulla Lootah, presently chief executive officer of Imdaad comes with a wealth of experience at different levels in Dubai World. Starting his career with the security department of Dubai Port Authority, Lootah has been with Dubai World since 1991.

He made steady progress in his career, and in 2005, became director of human resources and general administration at Dubai World. In 2007 Lootah was appointed Imdaad’s CEO. As the CEO, he is leading the FM service provider’s ambitious expansion drive with a steady focus on green initiatives.

In a recent interview with Facilities Management Middle East, Lootah said: “We are doing very well in Dubai, better than other countries in the GCC when it comes to facilities management.”

He added: “We have buildings like the Burj Khalifa and I think we have to have the best facilities management in the world as well, because this should happen parallel to the quality and type of buildings being built here.”

Lootah, who is also the president of the Middle East Facilities Management Association (MEFMA), has completed the Corporate Advance Program at IMD, a global business school based in Switzerland, after graduating in Business Administration from the University of London. He has been an active participant in the Dubai Leaders Program, the internationally recognised leadership development initiative launched by Dubai World in association with Wharton Business School of University of Pennsylvania.
Ben Churchill
MANAGING DIRECTOR
EMRILL SERVICES

Ben Churchill is managing director of Emrill Services. As managing director of Emrill, he is responsible for FM delivery across the UAE and every aspect of the business on behalf of the shareholders. This includes the operational aspects, financial decisions, support services and everything encompassed into the business as a whole.

He joined Emrill in 2010 as head of operations and in January 2011 was promoted to his current role. Emrill has been expanding rapidly in the last few years and under Churchill’s leadership recently partnered with Irish firm Crowley Carbon and Carillion Energy Services, UK to launch Emrill Energy Services in the UAE. Some of Emrill’s high-profile projects include the tallest residential building in the world, the Princess Towers in Dubai, and Etihad Towers in Abu Dhabi.

Before joining Emrill, Churchill had a decade of experience with Carillion PLC in the United Kingdom. He holds a Masters Degree in Mechanical Engineering from Loughborough University, UK, a Six Sigma proponent and is a Top Flight Award Winner of the Engineering Council, UK. He is a regular guest speaker on innovative approaches to integration of operational and resource management systems in the GCC and UK.
Ali Al Suwaidi is currently leading Idama Facilities Management Solutions, part of Ejadah asset management group established in Dubai providing integrated FM solutions to developments such as JBR, DIFC, TECOM among others in Dubai. Al Suwaidi brings with him 12 years of experience in facility management in the UAE. He holds a Bachelor Degree in Electrical Engineering from USA, an MBA and an International Diploma in Safety Management.

His involvement in setting up best practice in predictive and proactive maintenance regime in telecommunication industry was his first major achievement. Another achievement was his active contribution in setting up a HS&E culture within an organisation of more than 10,000 staff. Further contributions in the field of facility management industry included setting up best practice sustainable FM practices ensuring active engagement of all stakeholders. Before joining Idama FMS, he was part of the Emaar team to set up the operations strategy and implementation of reliable process for the world’s tallest building as senior director of operations – Burj Khalifa. He is currently a board director for the Middle East Facility Management association and picked up the fmME 2012 Education and Development Initiative of the Year award on its behalf. Al Suwaidi is an active member of the alumni committee for the American University Of Sharjah.
Tariq Chauhan
GROUP MANAGING DIRECTOR
EFS FACILITIES SERVICES

With EFS for three years, Tariq Chauhan is a professional entrepreneur with over 23 years of diverse experience in international banking, technology and asset management services. Chauhan’s visions have led the firm towards winning overall FM Company of the Year in the fmME awards for two consecutive years. In the last year, the firm has shown revenue growth of more than 41%, retaining 95% of its clients.

“We need to remain accountable and add more features to our current subsidiaries, to allow us to be better in years to come,” said Chauhan. A Harvard business alumni and a successful entrepreneur with a track record in building and establishing companies in GCC, USA, UK and Asia, he has served on the board of many companies, and is currently heading EFS as the group managing director and member of the EFS board of directors. He is responsible for spearheading the group business interests including his responsibilities as the CEO for all its operations spanning the GCC/North Africa and South Asia. Chauhan is a Harvard Business School graduate and has previously been a group director of the Wall Street Group.
Schooled in the UAE and having worked in the region for twenty years, Navin Valrani has the benefit of extensive regional experience. Having graduated from the Wharton School of Business and then backing it up with programs at Harvard Business School and London Business School, Navin heads up Al Shirawi FM, which is part of the family conglomerate known as Al Shirawi Group.

Valrani’s philosophy is that UAE-based firms can not only take on international players in the FM marketplace but also come out on top.

As a consequence, Al Shirawi has stayed away from joint ventures and international franchising arrangements when it comes to its facilities management business.

Recent wins include contracts with Al Tayer Retail, Azadea Group, and the American School of Dubai. Valrani does not intend to stop there. He said: “We are looking at other markets in the region, but Al Shirawi FM will remain focused on its philosophy that the FM marketplace can be served a lot better by local FM firms that have the commitment, capability and culture to serve the regional marketplace.”

He also sits on the board of the group and oversees Al Shirawi’s companies in the building services sector.

He is incoming president of the Young Presidents Organization (YPO) Emirates Chapter, and is the UAE Secondary School Alumni Committee chairperson for the University of Pennsylvania.
Bill Heath
MANAGING DIRECTOR
MACE MACRO INTERNATIONAL

Bill Heath is the managing director of Mace Macro International and chairman and founder of Mace Macro UK. With over 30 years of experience in the property and construction industry, Heath moved into facilities management in the early 90s.

In 2002, he set up the facilities management arm of the Mace group, Macro UK, with the support of former colleagues.

In 2008, Heath became chairman of Macro UK and managing director of Mace Macro International in the Middle East, currently delivering FM services in the UAE, Qatar, Egypt, Kuwait, Saudi Arabia, Oman and Jordan. The firm has grown from two people to 150 and boasts a $22m turnover.

His vision is also behind the firm winning the FM Consultancy of the Year award for five years running at the fmME awards, and he has vowed not to let complacency get the better of the firm. “We’d like to think there’s some recognition of us as a business, that clients come back, and come to us and that we must be doing something right,” he said.
Zafar Raja
CEO
SERCO MIDDLE EAST

Zafar Raja has been CEO of Serco Middle East since 2008. Born in Pakistan, Raja grew up in the UK, graduating with a Science degree from the University of London.

He headed Serco’s health division in the UK and was credited for enhancing the company’s health offering, by creating an innovative public and private sector JV with Guy’s and St. Thomas’ Trust and the acquisition of Grosvenor Health.

Since his move to the Middle East, Raja has been responsible for leading Serco’s growth in the region, overseeing its entry into the Qatari, Saudi Arabian and Iraqi markets. His arrival was met with a sevenfold increase; what used to be a modest workforce of 400 is today a staggering 3,000 and growing.

Raja also saw the firm expand its range of services, from initially offering air traffic services to providing services in aviation, transport, facilities management and technology.

The $640m Dubai Metro win Raja oversees has pegged Serco as one of the giants when it comes to transportation infrastructure operations and maintenance; the 2011 acquisition of JBI Raja led has armed Serco Middle East with the capacity to meet the increasing demand for complex FM services. This broad spectrum of facilities management Serco offers is a reflection of Raja’s determination to cement the company’s footprint and increase the range of its operating portfolio in the Middle East.
Khaled Al Huraimel's primary role is to oversee Bee'ah's day-to-day operations and maximise the efficiency of its projects by ensuring close cooperation and communication between all departments within the organisation.

Al Huraimel has been instrumental in putting in place Bee'ah’s waste management strategy towards Sharjah’s goal of zero-waste to landfill by 2015. In addition, he has helped provide modern products and services that help improve the environment of the UAE.

The next step for the firm to achieve its target is to optimise Bee’ah’s fleet management, enhance the management and collection of waste, and find new ways to treat unrecyclable, inorganic waste.

Before joining Bee’ah, Al Huraimel was one of the founders and CEO of Arabian Global Investments LLC (AGI), a UAE-based investments company founded in 2007 to invest in emerging real estate opportunities. In 2005, Al Huraimel took on the role as COO of Dubai Waterfront at Nakheel. Being entirely responsible for the project, he played a key role in its development and worked closely with its master planners, consultants, major investors and developers. In his role with Nakheel, he was responsible for launching Madinat Al Arab at the Dubai Waterfront, a development that made Dubai history when it was sold for $3.5 billion in just five days.

Al Huraimel holds a Bachelor of Science (Honours) in Marketing from King Fahd University in the Kingdom of Saudi Arabia, as well as an MBA from the University of Bradford in the United Kingdom.
Imad Al-Khoury
MANAGING DIRECTOR
– MIDDLE EAST
SNC-LAVALIN OPERATIONS AND MAINTENANCE (O&M)

Imad Al-Khoury is a Certified Manager of Quality and Organisational Excellence (American Society for Quality), and a Certified Auditor (RABQSA International), and has been with SNC-Lavalin since 2000.

Under his guidance, SNC-Lavalin is expanding quickly in the Middle East. Its O&M business unit was recently awarded a 10-year contract to operate and maintain the King Abdullah Petroleum Studies and Research Centre (KAPSARC) project in Riyadh. The firm has also won numerous contracts as SNC-Lavalin ProFac Gulf Management LLC (SLP-GM), a JV with Nasser Bin Khaled Al-Thani & Sons Holding WLL, including the billion-dollar Al Waab City, which includes commercial and residential space and accommodates 8,000 people in over 2,000 homes.

Other projects include Al Waab Commercial District, Lagoona Mall, Al Rayyan Village, the Pearl Qatar, and the NBK head office/Mercedes Benz showroom.

“SNC-Lavalin O&M is extremely proud of the partnerships we have developed in Qatar, which has proven to be a very natural fit for us since we established here in 2007. In a short amount of time, we have had the opportunity to work on several outstanding projects,” said Al-Khoury.
Jennifer Peltenburg
HEAD OF BUSINESS DEVELOPMENT
AND MARKETING
DUSERVE FACILITIES MANAGEMENT

The only woman in the top 10 of this list, Jennifer Peltenburg is head of the business development and marketing team for Duserve Facilities Management. Working with Duserve FM for the past four years, she and her team have contributed to the company expanding from 10 people in the fourth quarter of 2009 to over 1,000 staff in 2012, including management, back-office and self-delivered resources in MEP, housekeeping, and security services. Duserve FM has had solid growth since its formal launch in January 2010 — growing at a rate of 12% month-on-month in revenues.

Since the organisation’s inception, Peltenburg has enhanced the business offer relating to home service, marketed as Duserve at Home and MEP Lite which increases the service-reach of the firm to apartment and villa customers as well as small/medium size business respectively. This has increased the company’s ability to service both the common and tenanted areas alike.

She has also extended the market-base to include Abu Dhabi as well as the Northern Emirates as a longer term strategy to provide the flexibility of the company’s service offering for those customers who have multiple branches throughout the UAE. She believes that this is indicative of the FM market’s future: to provide a quality service, whilst providing the flexibility and value that customers need.
Mahmood Mohd Amin holds the dual hats of being CEO of World Security and CEO of the Ports Customs and Free Zone Corporation’s (PCFC) security division. He has been a key figure in the industry with regards to securing the major trading hubs (ports and free zones) of Dubai since 1990.

Recipient of the International Security Excellence Award in 1995 for having designed the complete security operational framework for the cruise terminal at Port Rashid, his vision transformed the security department of the PCFC into a world class security firm serving a diverse and multinational clientele.

For his considerable efforts and remarkable performance, Mahmood Amin was appointed chief executive officer of PCFC Security and World Security by the board of directors in April 2004. Under his leadership and direction, World Security rapidly established itself as one of the leading providers of security solutions in the region which culminated with its being recognised as the “Security Company of the Year” in both 2011 and 2012 at the fmME awards.
Malek Sukkar
CEO
AVERDA

Malek Sukkar balances strategy and vision with operational efficiency and environmental management to direct the activities of Averda on local and global levels. He has played a key role in setting the standard for waste management in the numerous markets in which Averda operates.

In 1992, Sukkar graduated from Boston University in Massachusetts, USA with a BSc degree in Manufacturing Engineering. He then crossed the Atlantic to the UK to begin an international career with high-tech production machinery manufacturer Complete Process, where he quickly assumed the role of technical director. In 1993, Sukkar joined Averda as vice president of services, overseeing every strategic aspect of the company from HR, IT, procurement, finance and administration to advertising. In 2000, he became CEO of Averda Lebanon.

Under his leadership, Averda has achieved solid results partnering with local authorities, and winning a number of awards and contracts. Averda reaches and impacts a wide geography including Lebanon, the Kingdom of Saudi Arabia, the UAE, Morocco, Iraq Oman, Qatar, and more recently Europe with Averda’s acquisition of leading Irish waste management company The City Bin Co.

Sukkar looks forward to using Averda’s skill and technology to transform the industry, while educating communities in being more responsible in their actions. He credits Averda’s achievements to his hard-working, dedicated teams.
Ian Harfield
GENERAL MANAGER
– MIDDLE EAST
COFELY BESIX FACILITY MANAGEMENT

Ian Harfield is from the United Kingdom, and has more than 20 years of experience managing and delivering services to commercial, research, healthcare, military, education, residential and industrial properties.

In 2007 Harfield moved to the UAE, and worked at ServeU as general manager for a year prior to joining Zabeel Properties as director of facilities management. Harfield joined Cofely Besix Facility Management in 2010.

Prior to that, Harfield completed his BSc Building Management at Oxford Poly in 1991, and started his early career supporting the Royal Navy at the forefront of an industry that has now become widely known as facilities management. He subsequently joined Jarvis Workspace FM Ltd as operations manager in 1997, pushing the new service boundaries as part of the first education PFI project in the UK to provide services for 25 years. He also worked as a national account manager for Cable and Wireless from 2004 before joining Currie & Brown as a senior consultant in 2006.

Throughout his career Harfield has operated both on the client side and as a contractor in direct service delivery. With this combined experience he has worked closely with clients to support them in property management, PPP/PFI schemes, structuring facility service solutions, end-user management and utilities supplies, as well as developing and managing service solutions through direct manpower resources.
Ryan Darnell
DIRECTOR OF SERVICES
KHIDMAH

Ryan Darnell joined Khidmah in 2010 as senior services manager and was tasked with growing the business across the UAE by introducing new service lines that differentiated Khidmah from other providers while delivering value to existing and potential clients. In 2012, he was promoted to the role of director of services.

Darnell has more than 12 years of experience in the FM industry starting in hands-on roles across the commercial, residential, retail, IT and government sectors. In his current role, Darnell is responsible for all operations and business lines across the services portfolio, including business development. Khidmah’s clients include Musanada, Asteco, Sorouh, Abu Dhabi Judiciary Department and Abu Dhabi Municipality. Previously he worked for Seba in Abu Dhabi and Jones Lang LaSalle in Australia where his clients included IAG, Allianz, Morgan Stanley, EDS, Deutsche Bank, EMC, Coca Cola, Australian Customs, MLC and Sun Microsystems. He won several awards at IAG and also won the Young Facilities Manager Middle East title at the fmME awards in 2009, and was highly commended in 2012. He is an active member of MEFMA and has been involved in four focus groups that have worked on reports such as the benchmarking of service charges and the FM’s role in the design stage of a development. He has also used social media like Twitter during events such as Earth Hour to showcase and comment on the outcomes.

Naser Almarzooqi
HEAD OF FACILITIES MANAGEMENT
MASDAR CITY

Naser Almarzooqi is head of facilities management at Masdar City. In this role, Almarzooqi is responsible for the operations and maintenance of the city’s assets, including facilities and infrastructure systems/network operations and maintenance, engineering services operations and maintenance, and facilities management consultancy, city security and city facilities services.

Committed, results-oriented and customer focused, Almarzooqi brings a modern leadership style to his position at Masdar City.

Prior to his current appointment, he was a facilities management director at Dubai Asset Management (IDAMA), a subsidiary of Dubai Properties Group.

He was in charge of all asset management activities for the Business Bay, Dubai Healthcare City and The Villa developments and managed a staff of 450 people across five departments, including engineering facilities services MEP facilities services, customer business, retail and fit out, and account services. Additionally, he managed handover for completed portions of these projects. Also with Idama he previously was a facilities management senior manager at Jumeirah Beach Residence.

Almarzooqi earned a BEng in Mechanical Engineering from the University of Northumbria at Newcastle in the UK. He also received a MSc in Operations and Management from London’s City University in the UK.
Malay Shroff
COO
HITCHES AND GLITCHES

In early 2007 Malay Shroff was put in charge of Hitches & Glitches with a mandate to revitalise the business by improving delivery of services and establish the company as a brand synonymous to ‘peace of mind’. Hitches & Glitches launched with a couple of mobile teams working round the clock in gated communities such as Springs, Meadows and Arabian Ranches.

Today there are about 300 employees, nearly 80 vehicles, a 24-hour call centre serving over 1,500 residential units and almost 150 schools of the Ministry of Education.

Currently Shroff is actively involved with the facilities management division, which was launched in 2011 to provide services to larger residential, commercial and institutional facilities. “Retaining over 80% of customers through renewal of annual maintenance contracts in last seven years in itself is a landmark achievement,” said Shroff.

He is a graduate in Science from University of Bombay and holds a postgraduate qualification in Management. In the 30 years of his career, he has held several positions in international sales, marketing and general management. He has been with the Dreshak Group since 2005.

Prakash Parab has been spearheading the Waste Management Services (WMS) at Dulsco for the past five years.

With a career spanning 23 years, Parab has launched various allied services and waste management-related businesses at Dulsco. When he took over the WMS business unit, Parab had two main aims: instill a customer-centric approach and encourage environmental sustainability.

Parab's belief in the former has led to many initiatives, including the launch of a 24-hour toll-free service line 800–WASTE (92783), establishing a new office in Sharjah to reduce customer response time, setting up a dedicated presence in Fujairah, adding value-added services like recycling, sweeping, grease trap cleaning and pest control, and investing in balers, portable compactors and organic waste composters.

Parab has always been passionate about creating widespread awareness about sustainability. Dulsco began to hold educational programmes for organisations and communities on environment sustainability and waste segregation at source. It introduced the ‘Recycle to Regain’ concept which creates awareness and facilitates door-to-door collection of recyclables such as plastic, paper, cardboard and cans.
Alistair Elder has been with G4S since 2006, in roles in India and the MENA region. He was recently appointed as commercial director — UAE in April 2012.

Before joining G4S, Elder served as a British diplomat for 16 years in a diverse range of roles and geographies, the most recent of which was UK/India trade development between 2001 and 2005.

During his short but productive stint in the UAE, Elder has managed to catalyse growth by enhancing the company’s service portfolio through organisational capacity development and pushing for added share across sectors including aviation, retail and FMCG.

In a recent interview with *fmME*, Elder said the firm is showing a double digit growth this year. “Indeed our expectations are for double digit growth every year in the UAE. It’s one of the world’s top 20 countries for us globally and we operate in 120 countries. It’s of strategic importance for us — regionally and globally.” He also added that the FM market in the UAE is important for the company’s development as well as the country’s economy.

“We have a strong facilities division and our other services complement the FM market’s needs,” he added.

When not at the G4S offices, Elder is an avid golfer and sports enthusiast.

Dr. Assem Al-Hajj
ACADEMIC HEAD OF THE SCHOOL OF THE BUILT ENVIRONMENT
HERIOT-WATT UNIVERSITY, DUBAI, UAE

Dr. Assem Al-Hajj is the founder, academic head and director of studies of the School of the Built Environment at Heriot-Watt University in Dubai.

Dr. Al-Hajj is most proud establishing the first MSc Facilities Management programme in the MENA region and has now introduced PhD studies for the UAE and the region. An ambassador for the FM profession, his work spans the whole spectrum from teaching, coaching, mentoring and supervising new and experienced FM graduates and postgraduates through to the continuous improvement of industry standards and how FM is integrated into the project life cycle, through input to research, conferences and professional bodies. He is also a consultant in FM and construction project management, and is an FM industry advisor. He obtained a PhD in Construction Management and Building Economics from the University of Dundee, UK. He has more than 25 years of international work and academic experience in UK, Africa, MENA and UAE universities.
Antonio Ramirez is currently general manager of Idasa Sistemas and a producer of computer systems and applications in the field of facility management, maintenance and asset management for public and private national and international companies, with over 20 years of experience in the IT industry.

In 2000 Ramirez founded the maintenance management software company Idasa Sistemas S.L. which specialises in CMMS (Computer Maintenance Management Systems) and extends its functionality to other industrial maintenance activities such as food, plastics, chemical/pharmaceutical, iron and steel.

In 2002 he extended this specialisation, and applied the experience acquired in the industrial sector to facilities management through CAFM systems for building maintenance, infrastructure and equipment related to construction. He has actively contributed for the product Rosmiman, owned by Idasa Sistemas, to have that high level of quality that gave it the ISO9001 certification.
Alexandre Mussallam
CEO
MAF DALKIA MIDDLE EAST

Alexandre Mussallam is the CEO of MAF Dalkia Middle East and brings more than 20 years of experience in energy and facilities management. Prior to joining Dalkia, Mussallam worked for the construction industry.

He was the Dalkia Brazil operations director before moving to the Middle East in 2003. He held roles as projects director and business development director for MAF Dalkia. He was also the responsible for the energy and facilities management engineering department, providing services from concept phase to commissioning and handover of the projects through a multidisciplinary team covering the GCC countries. In 2007, he became the Dalkia Saudi Arabia CEO, responsible for the implementation of business in the country. He also held the Dalkia Middle East business development responsibilities. In November 2009, he was appointed CEO of MAF Dalkia Middle East, with implementations in UAE, Bahrain, Oman and Saudi Arabia, and ambitious expansion plans to other Middle East countries. Mussallam holds a Master of Business Administration – London Business School, BSc (Electrical).

Markus Oberlin
CEO
FARNEK AVIREAL

Markus Oberlin was promoted to CEO of Farnek Avireal from general manager earlier this year. In his expanded role, Oberlin has taken on broader strategic responsibilities. At the time of his appointment, he revealed he was keen to press forward with the company’s sustainability objectives, and has done so.

Under Oberlin’s direction so far, Farnek Avireal has notched up significant milestones including the launch of its own internet-based Hotel Optimiser energy benchmarking tool for the region, and, winning the Emirates Environmental Award in the same year. It also picked up Green FM Company of the Year at the 2012 fmME awards for its clear-cut programmes towards being sustainable.
Andy Law
GENERAL MANAGER
ARABTEC ENVIROGREEN FACILITY MANAGEMENT SERVICES

As general manager of Arabtec Envirogreen, Andy Law has brought a wealth of international FM experience into the preparation of project specific client FM proposals, FM project mobilisations and the performance measurement and management of AEFM’s delivered services. Law began his career at Interserve FM in 1981 as a trainee electrical engineer and rose to UK Northern general manager during his 20 years service.

From Interserve FM Andy became operations director of EMCOR (UK). He joined the Middle East FM community in 2007 as general manager of EMCOR Qatar, and then EMCOR KSA as service planning and performance director three years later. With EMCOR Qatar, Law collected the ‘Innovative IT in FM’ award at the 2009 fmME awards for the integration of systems and technology at a client’s multi-use FM project.

Law is a member of the British Institute of Facilities Management (BIFM), the International Facility Management Association (IFMA) and the Middle East Facility Management Association (MEFMA).

Billy Harkin
MANAGING DIRECTOR AND OWNER MEGARME

Billy Harkin aged 41 is the managing director and owner of the Megarme group, a specialist access provider offering IRM (inspection, repair and maintenance) services to industries throughout the Middle East.

With rope access and safety of façade cleaners a talking point in the industry, Harkin’s passion for the field and ensuring his staff stay safe is evident. Over the last 20 years, Megarme has pioneered rope access services and been instrumental in revolutionising hybrid access technology to a variety of industries including built environment, oil & gas, marine, civil, heavy industry and petrochemicals across the Middle East, North Africa and the Caspian regions.

Megarme introduced and chaired the Middle East’s first Regional Advisory Committee for IRATA (Industrial Rope Access Trade Association) which is the leading global trade association in the work at height sector.

Adrian Jarvis
GENERAL MANAGER FSI MIDDLE EAST

With foundations in engineering management, Adrian Jarvis has been working for FSI since 1998. In November 2009, he moved to the UAE to start his transition into a new role within the FSI group as general manager of FSI Middle East.

During the last three years he has restructured and strengthened the company’s Dubai-based professional services delivery and support team whilst continuing to be fully engaged with property managers, owners and occupiers, facilities managers, contractors and multi-service providers. Under Jarvis’ guidance FSI Middle East continues to secure high profile projects across the MENA region.

Prior to joining FSI, Jarvis managed a UK-based maintenance contracting business providing MEP services to blue chip companies. Jarvis has been at the forefront of the adoption of FM software technology by in-house facilities managers, maintenance contractors, and FM service providers to aid day-to-day control of resources and hard and soft services activities.
With JOP law slowly permeating through Dubai’s real estate market, homeowners and homeowner associations are increasingly becoming forces to be reckoned with.

While Interim Owner Associations have not yet made the transition to being legal OAs, it’s important to give a face to the people who will eventually be the ones to influence decisions regarding FM contracts. Gautam Patel is one such homeowner who is on the board on three Interim Owner Associations. Patel thinks OAs have a huge significance in the FM industry in that they act in the interest of the homeowners or unit owners. He believes he effectively contributes towards keeping the service fees to a reasonable level by pushing for keener contracts and efficient working conditions. OAs should try to achieve a cost-effective and efficient model of running communities in the interest of all the unit owners, he said.

Sean Baker joined National Pest Control UAE over 20 years ago as part of the founding team in sales. From humble beginnings, he quickly advanced into management and is now the managing director.

During this time the firm has grown and provides a modern and effective pest control service to many businesses and landmarks across the UAE. Serving over 2,000 clients annually and carrying out over 500,000 individual services, NPC plays a significant role in protecting people and property from pest attack.

Baker is very proud of this achievement, and believes that this has been achieved through good old fashion methods such as building relationships and brand trust, continuous development of the business’ technical and delivery capabilities, driving to meet clients expectations. He prefers to work closely with a dedicated team in order to develop and encourage his colleagues in areas where support is needed.
Rukhsana Kausar  
FOUNDING PARTNER  
LIQUID OF LIFE

As founding partner of Liquid of Life LLC, Rukhsana Kausar, has spearheaded the growth of the company in the last 12 months, counting Parsons International Ltd, Khidmah, Alec, Brand Creative, Transguard Group and Fraser Suites Hotel among its clients. She has been instrumental in growing the business to become one of the UAE’s most reputable companies in providing alternative solutions to plastic bottled drinking water and drinking water filtration systems generally.

Liquid of Life solutions vary from providing the ad hoc under-the-sink water filtration system to sophisticated bottle-free dispensers that provide fresh filtered water at the point of use. Kausar’s passion and well-grounded advice and expertise surrounding drinking water issues in the work place has led the company to secure contracts at the design stage of facilities.

Her growing reputation for having a dynamic hands-on approach has ensured the delivery, implementation and ongoing support of several major projects, and an increasing order book of projects to be executed in the UAE in 2013 and beyond.

The focus of the business and approach is to firstly understand the drinking water needs of its clients. Once information has been obtained about current drinking water consumption and costs a feasibility study is provided to the client that includes details of the proposed solution, the cost of the system and ongoing running costs. Generally, most clients benefit from an ROI on the capital expenditure of less than 12 months and enjoy savings of up to 80% when compared to plastic bottled water costs, and at the same time improve the quality of drinking water provided in the work place. Projects are also supported by lab tests conducted independently in order to highlight the benefits of switching from plastic bottled water to improved bottle-free filter systems.
Nehme J. Moujaess
MANAGING DIRECTOR
TERRA VERDE

Nehme J. Moujaess is not only managing director but a lead designer at Terra Verde, which won Landscaping Company of the Year at the 2012 fmME awards. Moujaess has guided the firm to slash consumption levels while carrying out its work. He is a champion of sustainability and his aim is to minimise the negative impact of any work the firm does, and to always employ environmentally friendly practices, processes, and materials.

His firm uses irrigation systems that utilise treated sewage water. It also uses Zeoplant for landscaping projects, which is 100% natural and has a 400% water retention rate. “We campaign for the innovation and education of environmental sustainability, conservation, and recycling,” said Moujaess. The firm carries out creative landscaping, sustainable water features and swimming pools, innovative irrigation methods, garden maintenance, environmental wooden works and decking, energy efficient lighting solutions for commercial and residential projects.

Clare Wait
DIRECTOR OF FACILITIES MANAGEMENT
GEORGETOWN UNIVERSITY – SFS QATAR

Clare Wait has been a facilities manager for 20 years, the last five-and-a-half of which have been in the Middle East including the UAE, Kingdom of Saudi Arabia and now Qatar.

Wait has experienced both sides of the FM divide working both as a client and a contractor and has a wealth of practical experience and knowledge. In 2011 Clare was identified as one of the top ten women in facilities management by Facilities Management Middle East.
Deepak Sharma
CEO
QBG

Deepak Sharma possesses nearly 25 years of industry experience with a track record of setting up FM companies in many countries. During his 16 years with G4S, he pioneered the concept of facility services in India and successfully established G4S in UAE, Bahrain, Sri Lanka and QBG in the UAE.

Sharma has been living in the UAE since 1996 and pursues CSR initiatives as he strongly believes in his duty to pay back to the society. Under Sharma’s leadership in the last three years, QBG has grown three folds and evolved into an integrated facility management company providing MEP, security, housekeeping, landscaping, interior and staffing services. With four offices in the emirates and dedicated staff of nearly 3,000, QBG currently serves over 300 customers in the public and private sector. His initiatives have resulted in QBG winning the CSR label from Dubai Chamber of Commerce and Cleaning Company of the Year at the finME 2012 awards. He maintains an open door policy and is actively involved in all social activities with the firm’s employees and customers.

Ellen Rosenbaum
SENIOR ASSOCIATION MANAGER
STRATUM OWNER’S ASSOCIATION MANAGEMENT

Ellen Rosenbaum is senior association manager at Stratum Association Management in TECOM, Dubai, and is one of five Professional Community Association Managers in the Gulf Region. She also teaches advanced level classes for OA managers at DREI.

“No two days are ever the same – the work is interesting and challenging and the staff is wonderful. Our common goal is to consistently better the communities that we manage,” said Rosenbaum. According to her, OA management is a great career path that makes a positive impact for future generations of property owners.

Engineer Mustafa Al Ateek’s responsibilities revolve around the day-to-day running of the business including interfacing with the company’s current and future clients, policing FM delivery on current projects, tendering new projects and continuously developing its policies, procedures and processes. The firm has a number of high-profile project in its kitty including the Sheikh Zayed Grand Mosque in Abu Dhabi, and 120 government facilities awarded by Musanada. Under his leadership, the firm has been involved with events such as the FM EXPO and the World FM Congress.

Rajesh Nagpal
MANAGING DIRECTOR
CARES & REPAIRS

Rajesh Nagpal is a graduate mechanical engineer and MBA-holder, with over two decades of international experience in facilities management.

This year he started as managing director of a new FM firm, Cares & Repairs. He is an accredited Facility Management Professional (FMP) and Certified Facility Manager (CFM) from IFMA, USA, and a certified trainer for CFM courses. Prior to his current role, he was general manager for facilities management at Dubai Sports City, where he stayed for four years. He is also an Owners Association Manager from RERA, Dubai.
In an industry that is dominated by firms ranging from niche consultancies to large diversified companies with strong international linkages and decades of experience, it is not easy for a rookie organisation to step into the fray. But Inaya, a subsidiary of the Belhasa Group did so.

Having made an entry into the market at a time when many businesses were reeling under the pressure of the financial crisis, Inaya decided to take a risk. Nishant Ravindran, the firm’s co-founder and general manager, said: “We were emboldened by the extensive experience that we possessed in the facilities management domain and Belhasa’s immense capabilities. We knew we had the passion to deliver an unparalleled customer experience and add value where it matters most to our clients.” His vision is to elevate Inaya to the status of the most reliable provider of integrated facilities management services. Ravindran leads Inaya with a strong emphasis on business excellence, and consequently, Inaya’s Quality Management System is already accredited to ISO 9001:2008 standards, within 24 months of commencement of operations.

Winner of the fmME 2012 Young FM of the Year title, Mahmoud Mawed from EFS Facilities Services is a rising star in the industry. In addition to winning the award, he has completed his MSc in Facilities Management with distinction and received an International Facilities Management Association (IFMA) certificate. He is now working on his PhD in the same field.

Mawed is a qualified mechanical engineer and has extensive knowledge and experience in facilities management within commercial, retail, residential and public sectors.

One of his achievements in the sector includes working on the Musanada masjid project, which was the first FM contract for EFS in Al Ain. The Musanada masjid maintenance project encompassed 647 sites (mosques) with a total built up area of 500ha spread across 13,100 km² of area in Al Ain.

He has been working for EFS since 2007, and is his current project is with Dubai Real Estate Corporation (DREC) in the Wasl area. The project he is involved with includes 25 buildings, with more than 3,000 apartments.
Alan Millin
CONSULTANT

Alan Millin has over 20 years’ experience as a professional trainer and has successfully designed, developed and implemented training programs to support the development of FM operational staff within the Middle East, Africa and India region.

As a Chartered Engineer, Chartered Environmentalist and LEED Accredited Professional who also holds an MSc in software development and an MBA in leadership and sustainability, Millin delivers the cross-discipline learning and development solutions that today’s FM businesses demand. With an international career spanning over 25 years, including the last 16 years in the GCC, he draws on his considerable cultural awareness and taps into workforce diversity to help groups achieve their learning goals by stimulating discussion and encouraging participation.

Millin regularly delivers training on behalf of the Middle East Facility Management Association (MEFMA) and the UAE Society of Engineers and has played an essential role in developing FM skills within the region.

Youssef Abillama
CEO
MAINTENANCE MANAGEMENT GROUP (MMG)

Youssef Abillama is the co-founder and CEO of MMG (Maintenance Management Group). Abillama has a BSc in Business Administration from Boston University, and over 25 years global business experience working within his diversified family group of companies.

He co-founded MMG in 1999 in Lebanon, and has since spearheaded its expansion into UAE, Qatar and Syria. Promoting best business practice in the facilities management field is a passion. He is also one of founding board members of the Middle East Facility Management Association (MEFMA).
Niek Bragt heads a team of Nedap entrepreneurs in the field of security and identification technology at the firm’s office in Dubai Silicon Oasis, UAE. With a people and service orientated mindset, a degree of the Stenden University for Hotel Management and Hospitality was a logical start for Bragt.

The lift-off of his career was at the Waldorf Astoria Hotel in New York City, USA where he worked through the ranks from stewarding to front-of-the-house F&B management. Translating guests’ requirements and needs into on the spot deliverables became a second nature to Bragt. It was this ability and his keen interest in technology that moved him towards Nedap in the Netherlands. Starting as a financial controller, he quickly moved to facing the end users, focusing on business development in Belgium and the United Kingdom. “Nowadays technology more and more plays a big role in the hospitality industry; it helps to increase the experience of guests and with that directly influences customer satisfaction,” said Bragt.
Samer Halabi joined the company in 2001 as a sales engineer. Empowered by his background in mechanical engineering, he helped prepare people flow solutions for various projects, with the best fit for the entire life-cycle of the building.

Prior to heading Kone Middle East, he was leading the export department for several years, and then its Qatar operations for three years. “I believe the key to our success is our loyal and delighted customers, dedicated and well trained personnel performing design and engineering, project management, maintenance and modernisation,” said Halabi. “The relentless aim to produce customer value is apparent in our latest elevator product platforms, bringing even further eco-efficiency and ride comfort to an already industry leading line-up of products. Further development of our modular based maintenance method ensures optimal operation of our equipment.”

Richard Jones is the regional managing director for Middle East, North Africa and Turkey, based out of the UAE. The group is on an aggressive expansion programme across the region via acquisitions and Greenfield start-ups. They are currently operational in the UAE, Turkey and Libya and are planning to move into KSA, Qatar and Egypt in the near future.

“Our pest control division, Rentokil is the biggest and most respected brand in the Global pest control sector and enjoys leading positions in many of our 57 markets. We tend to lead with pest control when entering a new market then introduce other service lines such as Initial washrooms or specialist hygiene if we identify suitable opportunities as our market knowledge and customer base develops,” said Jones. He holds an MSc in Automotive Engineering Management and a BEng in Mechatronic Engineering, and is a Chartered Engineer.
Mohammed Z Vadia’s first introduction to the Middle East construction industry was through his first appointment with a large developer in Dubai, after making the move to the UAE over from the UK.

After a few years, he recognised there was a gap in the market, especially in relation to e-commerce. “This inspired me to create a website which allowed customers to view all types of products and building materials, place an order online immediately with a next day delivery service,” said Vadia.

After the launch of the website, Ufix Middle East grew and received positive feedback. Vadia was also able to gain the support of major international manufacturers, which allowed him to represent them through the Ufix website. Now Vadia plans to expand the company by introducing a maintenance division which will be dedicated to the management of buildings across the Middle East. “It is my vision to become a brand which will become an integral part of the construction and maintenance industry in all aspects, providing products and services of the highest standard,” he added.

Philip Hedigan currently is the sales and marketing director and joined Bin Moosa & Daly Ltd in 2008. Since joining the firm, he has worked with the technical services department to elevate the customer experience, building measurable SLAs onto a CRM platform. This ensures that service centres located in Abu Dhabi, Mussaffah, Dubai and Al Ain fully understand the service commitment and are monitored in line with the firm’s ISO 9001 standards.

The company’s product range covers everything including pumps, pipes, fittings, heaters, valves, meters, filters, and separators. The organisation has reacted positively to the Masdar and Estidama initiatives on sustainability promoting power and water saving products — solar heaters, wind turbines, self-closing water outlets, variable speed drives and water recovery systems.
Jeevan D’mello, who heads Emaar Community Management (ECM), has professionally trained as an architect, and has had a wide ranging international career in real estate design, project management, customer service and community management.

The firm picked up the Sustainability Initiative of the Year prize at the 2012 fmME awards for its work on Downtown Dubai communities. He is an author and illustrator and has several published works internationally. He was the first professional in the region to receive the Certified Manager of Community Associations and Association Management Specialist designations by the Community Associations Institute (CAI). In 2012, D’Mello earned CAI’s first international Large Scale Manager designation and became one of the first international Professional Community Association Managers. He is authorised by the Dubai Real Estate Regulatory Agency (RERA) to lecture at the Dubai Real Estate Institute (DREI) and regularly provides training on Owners Association Management. ECM, under D’Mello’s leadership, manages over 50 Owners Associations with a portfolio of over 32,000 units with an annual budget of $163.35 million.

Richard Nouira
MANAGING DIRECTOR
KÄRCHER

Richard Nouira was born in Tunis. After high school education in France, he went to Germany and studied at the High Technical University of Darmstadt. He acquired a degree in Electromechanical Engineering and started his career as a systems engineer for the paper and printing industry. In 1993, he joined Kärcher Germany as sales engineer for Saudi Arabia and was later promoted to export manager responsible for south European countries and South America. He first introduced a project supported by the World Bank Rehabilitation program for clean drinking water and special cleaning decontamination units to the Civil Defense of Ankara, Turkey for the earthquake catastrophe of Erzincan. In 1998, he was appointed MD of the new founded subsidiary of Kärcher in Jebel Ali Free Zone, Dubai.

H Dan Danesh
CEO AND MANAGING DIRECTOR
DANSULT MANAGEMENT CONSULTING GROUP

H Dan Danesh is the CEO and managing director of Dansult Management Consulting Group, after his 40+ years of experience and business acumen within in the region. The firm’s focus is in the energy and environmental space in the Middle East.

In 2011, under Danesh’s guidance, the firm formed a joint venture with Canadian tech services company Inforica to create Energy Advantage Middle East, to provide total energy and environmental management services. He also sits on a number of boards, executive committees and steering/advisory panels of JV companies, and his expertise covers diverse fields from energy and environment to manufacturing, engineering and construction. He has been the general manager of S. S. Lootah International, the global business and investment arm of the UAE conglomerate, S.S. Lootah Group since 1996, and the managing director of Q Energy, a joint venture between Al Qudra Holding and Lootah BC Gas.
**Ronald Diab**
MANAGING DIRECTOR
ENERGY EFFICIENCY GROUP (EEG)

With over 17 years experience in energy efficiency, energy services and sustainable consulting, Ronald Diab, who is managing director of EEG, is a leading expert in the industry. He pioneered the ESCO concept in the region establishing the first such operation in Lebanon in 1996. Since then, Diab has been involved in more than 500 energy audits covering all the vertical market segments and 150 energy efficiency and renewable energy implementation projects in some 12 countries. In addition, he has worked as a key energy expert in a variety of EU/UN and various agencies-funded projects.

**Chandan Singh**
DEPUTY GENERAL MANAGER
DHOFAR

An industry professional with more than 11 years’ experience in the hotel, restaurant and catering (HORECA) as well as fast moving consumer goods (FMCG) sector, as a general/operation manager, Chandan Singh is currently deputy general manager of Dhofar Global Trading, which is based in Dubai Investments Park.

He joined the firm in 2007, and with his drive developed a clear and focused vision, to grow across Middle East and Asia offering its clients the best value-for-money international standard products in hygiene care. Apart from his core responsibilities — driving sales revenue as well as maximising bottom line growth — Singh has also built an employee recognition scheme and spearheaded the company’s sustainable product development. He has been principally responsible for Dhofar receiving the Arab Achievement Award for the best green investment project for the past two years in succession.

**Gundeep Singh**
CEO AND FOUNDER
THE CHANGE INITIATIVE

Gundeep Singh is the chief executive and founder of The Change Initiative in Dubai. Sustainable products can be found at his store in Dubai, UAE. Targeting businesses, government and everyday consumers, The Change Initiative, established in 2008, is designed to help change behaviours by allowing people to make more responsible lifestyle choices. The company revealed plans to open up to 25 showrooms in the Middle East and Asia, and expand by up to 4,000 employees over the next five years. Visitors to the marketplace will be able to learn about, try and buy products, from solar panels and cleaning products to household appliances. Most recently, Bee’ah launched its myBee’ah Loyalty programme in Dubai with its first reverse vending machine at the eco-store.

Singh began his career as an operations manager with ITC in India, before serving the Charanjit Singh Group as senior manager operations. He later became the youngest GM of the Southern Pacific Corporation in South East Asia. In 1997 Singh started his own business, The Learning Curve, before joining UAE-based Al Ghurair Group in 1999. Singh has master degrees from New York State’s Cornell University and the ESSEC Business School in Paris. He received a Fulbright Scholarship with one of the highest GMAT scores recorded in India.