




We are  
**MAB**

It's not just MAB's  
expertise and  
dependability that  
makes us a leader  
in our field - it is  
our whole way of  
thinking.



“Reliability,  
diversity, honesty,  
expertise and  
integrity.”

Over the time we have operated in the Middle East market, certain words have become synonymous with the **MAB** brand – reliability, diversity, honesty, expertise and integrity.

In our ever-expanding role as facilities manager we have been key in the development of the FM market in the Middle East and remain an integral part of its continuing growth. We understand the market, the needs of our clients and partners – and what they expect from us. The applications we deliver are not only designed for your current requirements, but consider how your needs may change into the future.

We have also seen a few firsts. We are pioneers within the Middle East facilities management sector. We were also one of the first in the region to achieve globally-recognised certifications of ISO 9001 (quality), ISO 14001 (environmental), ISO 50001 (energy management) and OHSAS 18001 (health and safety) – as well as to BICs (the British Institute of Cleaning Science). These, and the continuous improvement practices they promote, are standards we live and breathe and have become part of the **MAB** culture.

**Now and into the future, we will remain central to the growth of the facilities management sector in a region witnessing such dynamic development and limitless opportunity.**



“We are driven  
by dynamic  
minds and  
progressive  
ideas.”

## FOSTERING PEOPLE

The whole is greater than the sum of its parts. This is no truer than in **MAB**. We are driven by extraordinary people on a unified path to achieve our primary aim - to give our clients the superior service they expect from us.

Every individual within the **MAB** team is part of a collective mindset – not just in the experience and know-how that distinguishes us as leaders within the facilities management sector, but also in their passion and dedication.

Our multinational team of managers, specialists, technicians and craftsmen comprises some of the most talented and skilled professionals in the industry - working to the highest global standards and updating their knowledge on a continual basis through our structured information- sharing processes.

The investments we put in our people maintains and builds on this knowledge further. Our people set the standards that others aspire to.

Experience is the best teacher, and our continual learning equally extends to transferring knowledge and intellect from one project or territory to another. In this way, we continue to offer our clients the very highest levels of strategic advice and service and maintain our own reputation of performance excellence.


# PRESERVING INTEGRITY

Central to our principles is observing the highest level of professional ethics in everything we do. This means being forthcoming and straightforward with our clients, partners and employees. It means being fair, transparent and delivering on our promises. It means setting our own benchmark against current and emerging best practices.

And it means a consistent and dedicated approach in every detail - from the smallest task to the largest undertaking.

In short, it means doing the right thing – providing the right application for the right purpose to achieve the right results.

These principles are inherent within our operations, from the inside out. They are an attitude we nurture in our people and are inherent within our culture. They are also the reason our professional relationships are long-lasting and our processes designed to provide the maximum benefit to our clients.

A person is working on a large, complex machine in a dark, industrial setting. The machine has many cables and components. The person is wearing a dark shirt and is focused on their work. A bright light source is visible in the background, illuminating the scene.

“We stand by  
our word and  
always do the  
right thing  
for you.”

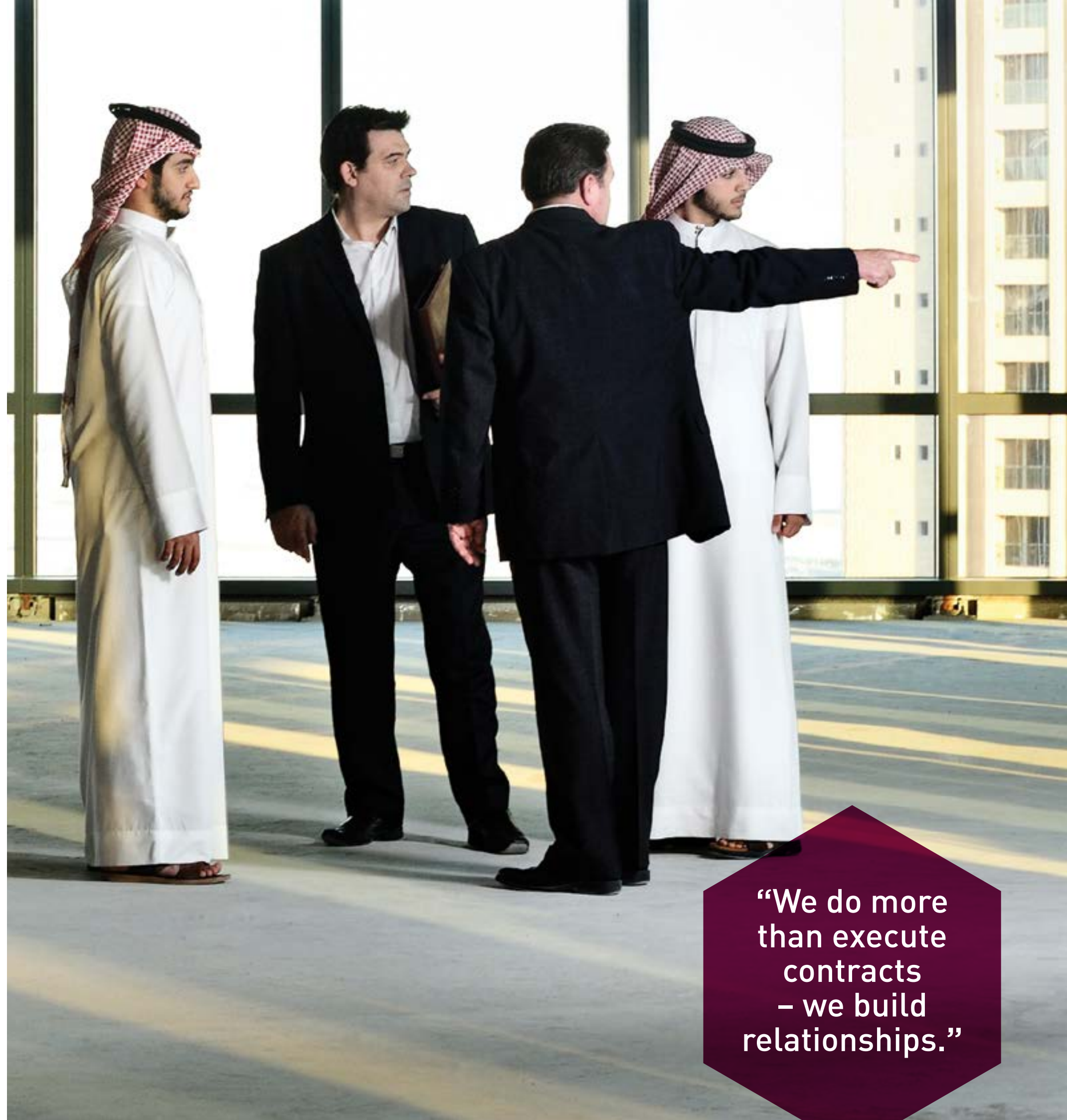
# FORGING PARTNERSHIPS

Always at the forefront of our mind is how we can positively impact on your bottom line – how our efficient and right-first-time service delivery can contribute to your own financial performance. We achieve this by working SMART – providing best practice efficiencies, energy- saving applications and sustainable technologies that are both cost and time effective.

We work with you from the very beginning to find the right solution for your needs - providing ongoing advice and knowledge on prevailing international standards. We adapt our business model to address changing market conditions, regulatory issues or green building practices.

We conduct our work with full discretion. At the end of the working day we are still there in the background ensuring the facilities management aspects of your business function reliably, smoothly and without disruption.

Keeping abreast of best practices and processes enables us to provide a valuable consultancy aspect to our service delivery, imparting value added expertise that positively impacts the future operations of our clients.



**“We do more  
than execute  
contracts  
– we build  
relationships.”**



“We preserve  
your asset  
value and  
reputation.”

## SAFEGUARDING INTERESTS

In working with you we are an extension of your own operations. It is crucial to us that your facilities are well-managed and their values preserved to the fullest.

This involves forward thinking and planning within the lifecycle process, using the most suitable technologies and value-based replacement/sustainment strategies. These extend the life and condition of your valuable assets, keeping them working dependably for the long-term.


Our client relationships are based on mutual goodwill and in your confidence that we are working in your best interests. We absolutely maintain your brand integrity, because we look to understand your long-term objectives and anticipate your future growth and changing needs.

# MAXIMISING VALUE

By integrating knowledge, technology and process, we deliver end-to-end applications completely tailored to your requirements. Our practices and processes are not only proven - they are constantly updated to incorporate new and innovative ways of thinking and technological advancements.

Our truly global workforce represents almost every continent, maintaining long-term professional contacts worldwide and continually infusing best practices into **MAB**. This, and our regional expertise, gives us a true understanding of our clients, their culture and expectations.

The knowledge, experience and methods we apply ensure that your facilities function with maximum efficiency – leaving you to manage your business.



“We leverage  
our resources  
to enhance our  
service levels.”

# SAFETY ASSURED

Complete safety in all respects is engrained into everything we do. At the root of this is our globally recognised OHSAS 18001 certification, and our deployment and use of the highest quality safety equipment, tools, processes and practices.

People are our business. So whether it is our employees, partners or the wider community, our number one priority is to maintain a safe and healthy environment in all our areas of operation. Safety is embedded into our culture, forming a core aspect of our incentive and retention programme.

By introducing the latest international health and safety practices, we are instrumental in setting the benchmark for the region. This includes our statistical risk analysis modelling programme that predicts hazards, based on the nature of specific projects, before they turn into incidents.

A photograph of a young boy in green and white patterned swim trunks jumping into a swimming pool. In the background, a lifeguard in a yellow shirt and red shorts stands near the pool edge. The pool has a blue mosaic tile bottom. A green hexagonal callout box is overlaid on the bottom right of the image.

“Our business  
is geared to  
the wellbeing  
of our clients.”

# THINKING GREEN

Like our safety certification, our accreditation to ISO 14001 forms the foundation of our environmental posture. This includes using energy-efficient engineering and cleaning equipment, renewable energy wherever possible, and minimising the use of natural resources such as water and fossil fuels.

In the latter case we are one of the first Facilities Managers in the region to introduce hybrid alternatives into our equipment fleet.

We believe we have an ethical responsibility to raise environmental awareness and share the knowledge we gain. This is why we are proactive in making recommendations on alternative and renewable energy methods to our clients and industry associates.



“We don’t just follow sound environmental practices - we create them.”

# ADVANCING STANDARDS

We set ourselves the minimum standard of getting the job right first time, with prompt delivery and minimal disruption. This stands us amongst the most qualified and credentialed facilities management firms in the region. Zero defects and eliminating rework are key messages that run through **MAB**, reducing operating costs and increasing efficiency both for ourselves and our clients.

This aim is embedded through our own philosophy, our accreditation to:

- ISO 9001 for Quality Management System Standards
- ISO 14001 for Environmental Management System Standards
- ISO 50001 for Energy Management System Standards
- OHSAS 18001 for Occupational Health and Safety Assessment Series
- British Institute of Cleaning Science (BICSc) corporate member
- Corporate Social Responsibility for responsible business
- IPSA corporate member

We incorporate the latest advancements in energy saving equipment in our operations. Additionally, supported by cutting-edge mobile technology integrated with our computer-aided facilities management system, our FM professionals apply their diverse experience to deliver services that set new standards.



“We set the quality benchmark for facilities management in the region.”

A full-page background image showing a diver in a black wetsuit with 'mares' on the back, cleaning a coral reef with a long-handled squeegee. The diver is holding a yellow cloth. The scene is underwater with sunlight filtering through the water. In the foreground, a person's arm and hand are visible holding the squeegee handle.

“We build  
endurability into  
every aspect of  
our operation.”

## SUSTAINING TOMORROW

Sustainability can mean different things – financial, operational or environmental. We provide applications that are sustainable in all respects – whether it be the conservation of energy or natural resources, expanding the lifecycle of your asset, replacing existing components with more efficient alternatives or implementing cost-saving practices. Our sustainability policy is not restricted to our international accreditation in ISO 50001 (Energy Management) and ISO 14001 (Environmental Management).

We further extend our practices by advising on adjustments to building design to make FM more cost efficient. We maintain alliances with some of the industry’s most accomplished energy management and sustainability authorities to provide the latest advancements to our clients.

We also create sustainability by optimising our own processes and through best practice – continuously building our own knowledge base and changing mindsets within business and the community. Within **MAB**, we have incentive programmes that reward environmental and sustainable practices.

# SUPPORTING COMMUNITIES

The reason for our integrated policies and international accreditations in quality, the environment, sustainable energy management, health and safety is simple. They are inextricably linked in forming our corporate social responsibility (CSR).

Like in all the things we do, our commitment to maintaining the highest levels of CSR extends from our internal policies into the wider community and towards our clients.

Far from something we just collect on paper, our accreditations are principles we live and breath in all respects. Our performance objectives to reduce energy usage for example, are not only efficient and sustainable – they produce real cost savings.

On a wider scale we actively support important community initiatives – notable examples include special needs education projects, and international clean up days in the communities we serve.

Towards our clients, our responsibility is simple – to apply our knowledge, expertise and service delivery reliably, transparently and consistently. CSR is not so much an added extension to our operations as a natural part of our culture.



**“We recognise  
and act on  
our social  
responsibility.”**

# INTEGRATING SERVICES

Below is our list of end-to-end applications.

- Transition and Handover Management
- Engineering and Maintenance
- Cleaning and Housekeeping
- Help Desk and Call Centre
- Concierge and Reception
- Swimming Pools, Water Features and Life-Guarding
- Pest control
- Physical and Electronic Security
- Landscaping
- Sustainability
- Catering

Partner with us to get the very best from  
your facilities.

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