



WHITEHAND  
FACILITIES  
"Adding Care to Your Property"

Continuing our journey  
to

*Success*

Facility Management "Moving to Next level"

# Introduction...

---



*We take pride in fact that our team members are trained to provide fully satisfactory service on consistent basis ,exercising effective cleaning protocol and maintaining high level of cleanness.*



*WHF it is young and dynamic company which provides **innovative & customized** solutions to the client based on their needs & requirements.*



*Our passion is to provide **world class services** in this field at economy of scale*



*WHF has an open & **collaborative culture** and believes in providing win-win solutions*

# Mission & Vision...

---



*“**O**ur company success begins and ends with the customers experience”*

- Mission : Our vision is to simplify and improve the quality of our customers lives.
- Vision : To provide our client with the highest level of quality and customer service available

in our industry and to always run our company in honest and ethical manner .

# EXECUTIVE TEAM

**Arshad Jamil,**  
*CEO*

**Surender Prasad**  
*A.V.P Sales and  
Marketing*

**Amit Kumar,**  
*Technical Head*



# AGENDA ...

- What is FM Operations
- FM Operations – Scope of Work
- System and Process Flow –
  - Transition
  - HOTO
- System and Process Set Up



# WHY US...

- First and foremost, our employees are rigorously trained to uphold strict quality standards and utilize the latest state-of-the-art equipment to ensure the highest level of efficiency and professionalism in every cleaning Endeavour. We always take a personalized approach to assessing and accommodating the unique requirements and preferences of each client. At WHF , customer satisfaction has always been and will always be our first priority!. Our ongoing business relationships with clients in every sector have allowed us to create an extensive selection of services designed to accommodate the needs of every facility.
- Decades of Experience
- Highest quality at a reasonable price
- Professionally managed
- Environmentally friendly cleaning
- Unmatched customer service
- Stable and dedicated staff

Facility Management is field that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, places, process and technology

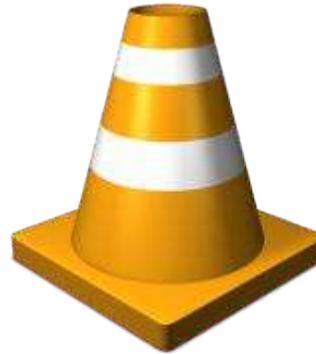
Based on **5 Management Systems**



Global Technical  
Support System



Quality  
Management  
System



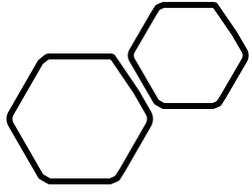
Safety  
Management  
System



People  
Management  
System



Process  
Management  
System

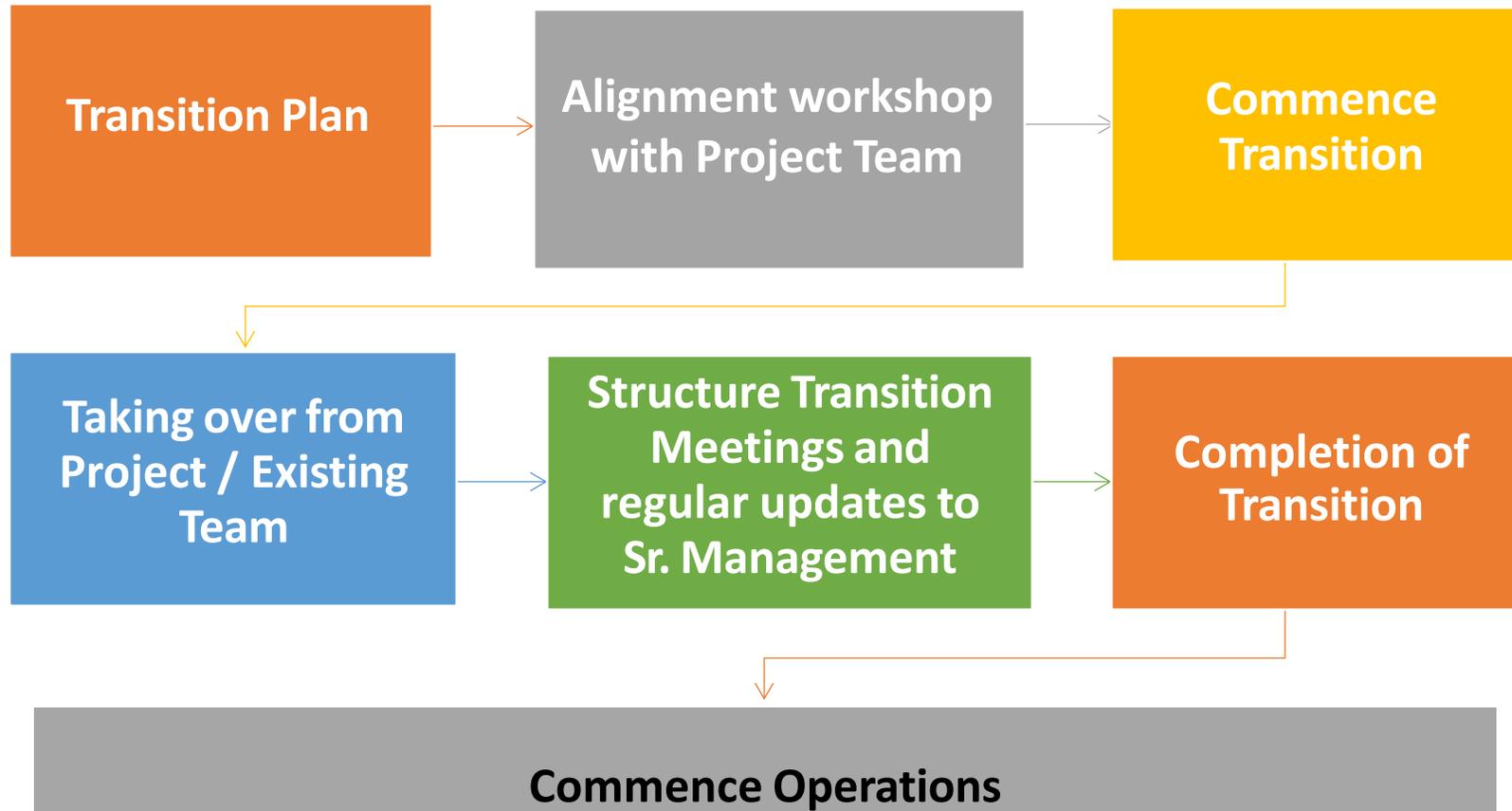


# SYSTEM AND PROCESS FLOW - TRANSITION

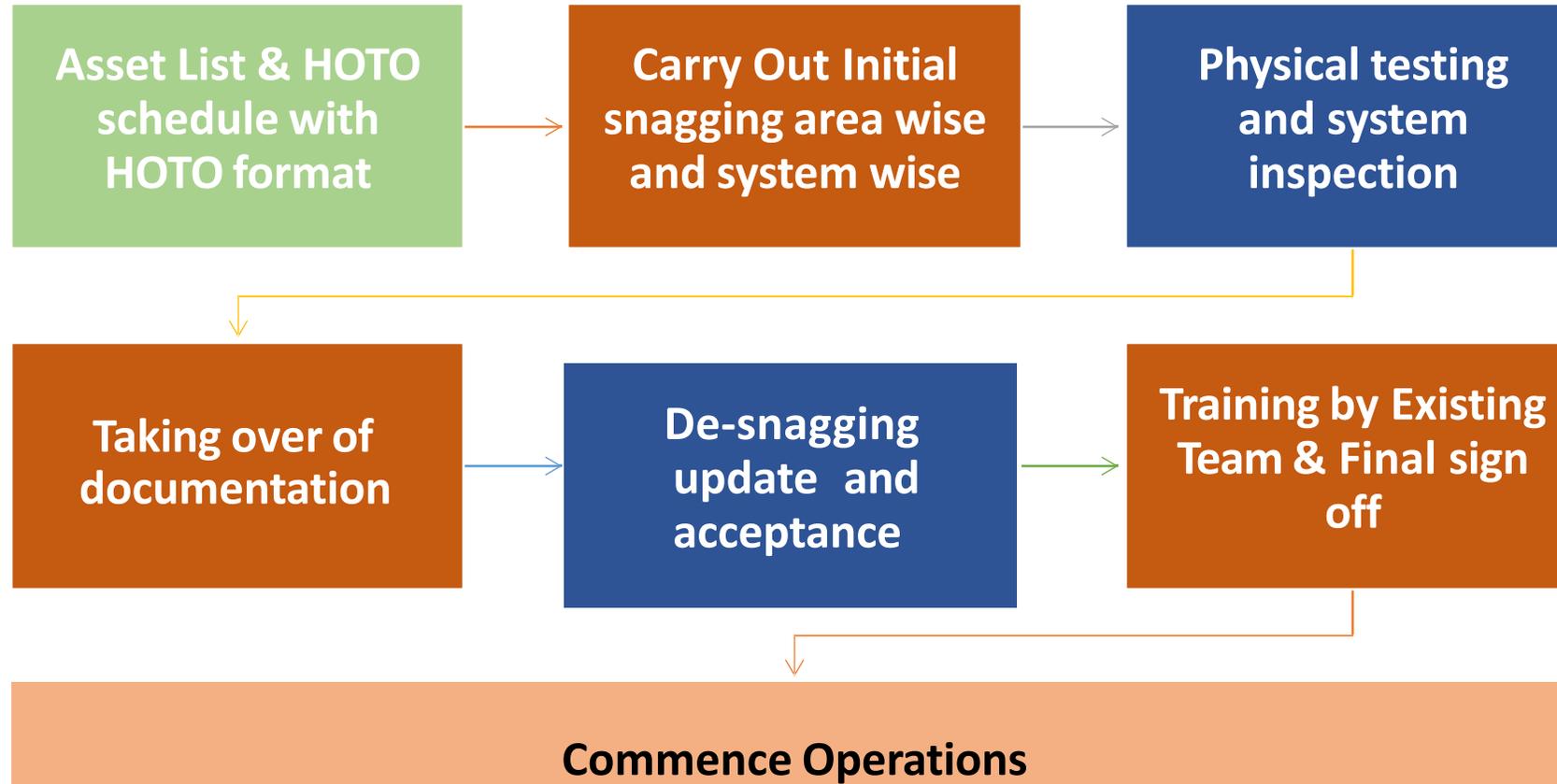
- *Transition*
- *Snagging and De-snagging*
- *Asset Take Over*
- *FM Operations*

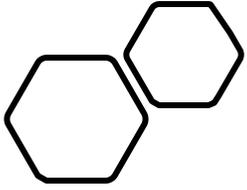


# SYSTEM AND PROCESS FLOW - HOTO



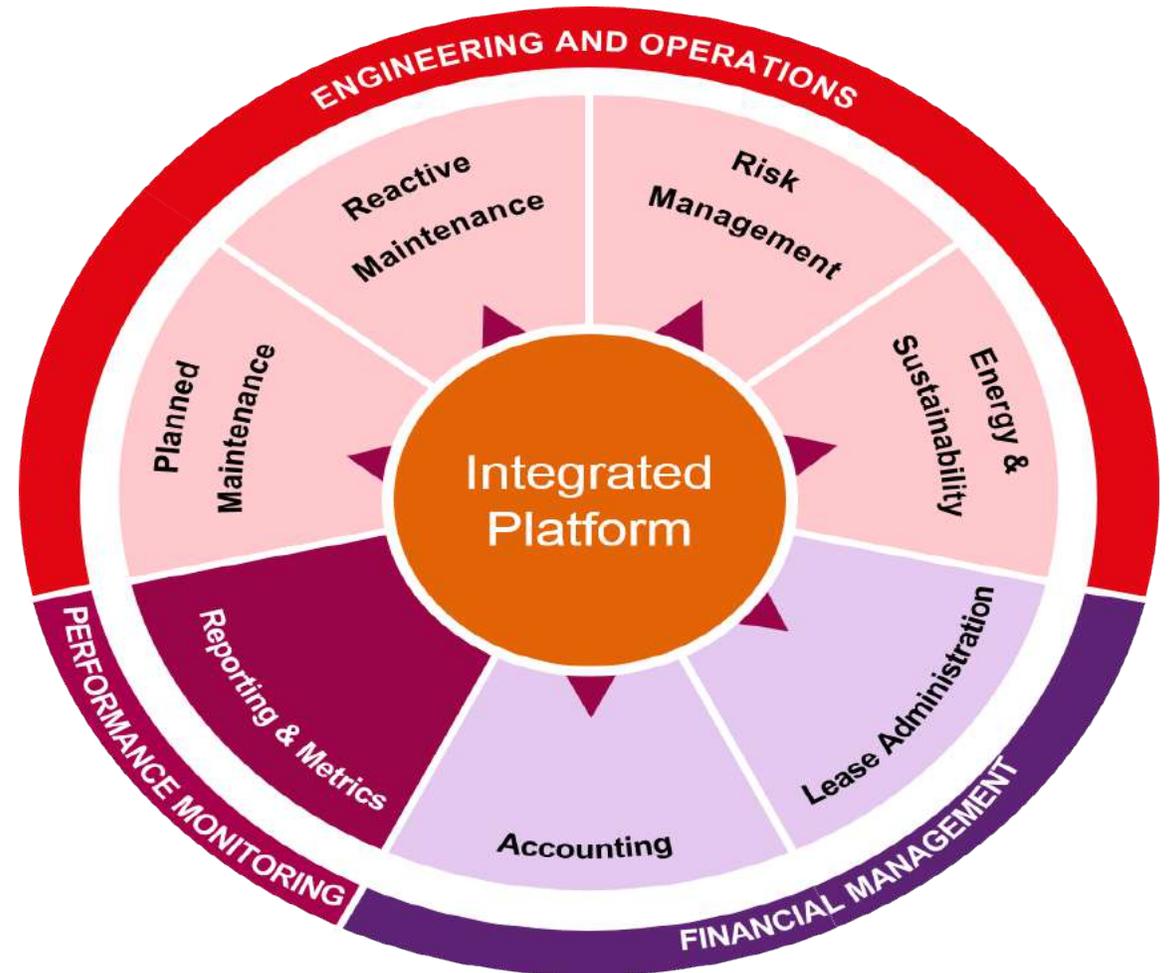
# SYSTEM AND PROCESS FLOW - HOTO





# SYSTEM AND PROCESS SET UP

- Standard Process in place for all services like Hk, Security, technical etc.
- Various reports like DMR, MMR provides high level analytics for pre-described functions
- Asset Management
- Training to the on site FM/Admin Team
- Documentation of the system and Process
- Regular auditing of the system and process of all office locations
- Feedback module to collate client feedback



# Training Process



# WHY US ...

---

First and foremost, our employees are rigorously trained to uphold strict quality standards and utilize the latest state-of-the-art equipment to ensure the highest level of efficiency and professionalism in every cleaning Endeavour. We always take a personalized approach to assessing and accommodating the unique requirements and preferences of each client.

At i Care, customer satisfaction has always been and will always be our first priority!. Our ongoing business relationships with clients in every sector have allowed us to create an extensive selection of services designed to accommodate the needs of every facility.

## Decades of Experience

- ✓ Highest quality at a reasonable price
- ✓ Professionally managed
- ✓ Environmentally friendly cleaning
- ✓ Unmatched customer service
- ✓ Stable and dedicated staff

# Corporate Care...

- WHF offers its clients the benefits and comforts of a clean working environment.
- We are innovative in our approach to our job, not only in the way we clean but also in the way that we manage and supervise each individual contract. Some of our innovations pertaining to commercial office cleaning services



## **Our corporate services offer**

- ✓ Restaurants cleaning
- ✓ Hotels and Hospitality venue
- ✓ Government Buildings Cleaning
- ✓ Office Complexes Cleaning
- ✓ Retail Outlets/Stores Cleaning
- ✓ Institution & School Cleaning
- ✓ Maintenance Service
- ✓ Factories Cleaning
- ✓ Post Construction Cleaning

# Housekeeping Process

*1.SOPs (Standard Operating Procedures - Housekeeping) - 34 No's*

*2.Housekeeping Frequency Chart*

*3.Develop suitable checklists*

*4.Deployment Detailing*

*5.Job Cards*

*6.Activity Flow Chart*

*7.Escalation Matrix – HK*

*8.Housekeeping Equipment's, Machinery, Chemicals & Consumables*

*Analysis9 Housekeeping Cost Analysis*

*10.Ideal Housekeeping - Requirements*

*11.Chemical Usage Guide*

*12 Dilution Guide*

*13 Training Modules*

*14 Material Safety Data Sheets (MSDS)*

*15 Training Chart*

*16.HK Training Presentation*

*17.Housekeeping Audit Score Report*

*18.Precautionary Measures for Monsoon*

*19.Housekeeping Do's & Don'ts*

*20.Develop Garbage Disposal Plan 21 Garbage Room Area Working*

*22.Specification of Wet Garbage Room*

*23.Garbage Room Area Allocation & Route*

*24.Allocation of Garbage Bins*

# Detail site manage by us ...

*MALL:- 2 Operational MALL*

*COMERICAL TOWER:- 12 TOWERS*

*IT Companies:- 8 COMPNIES*

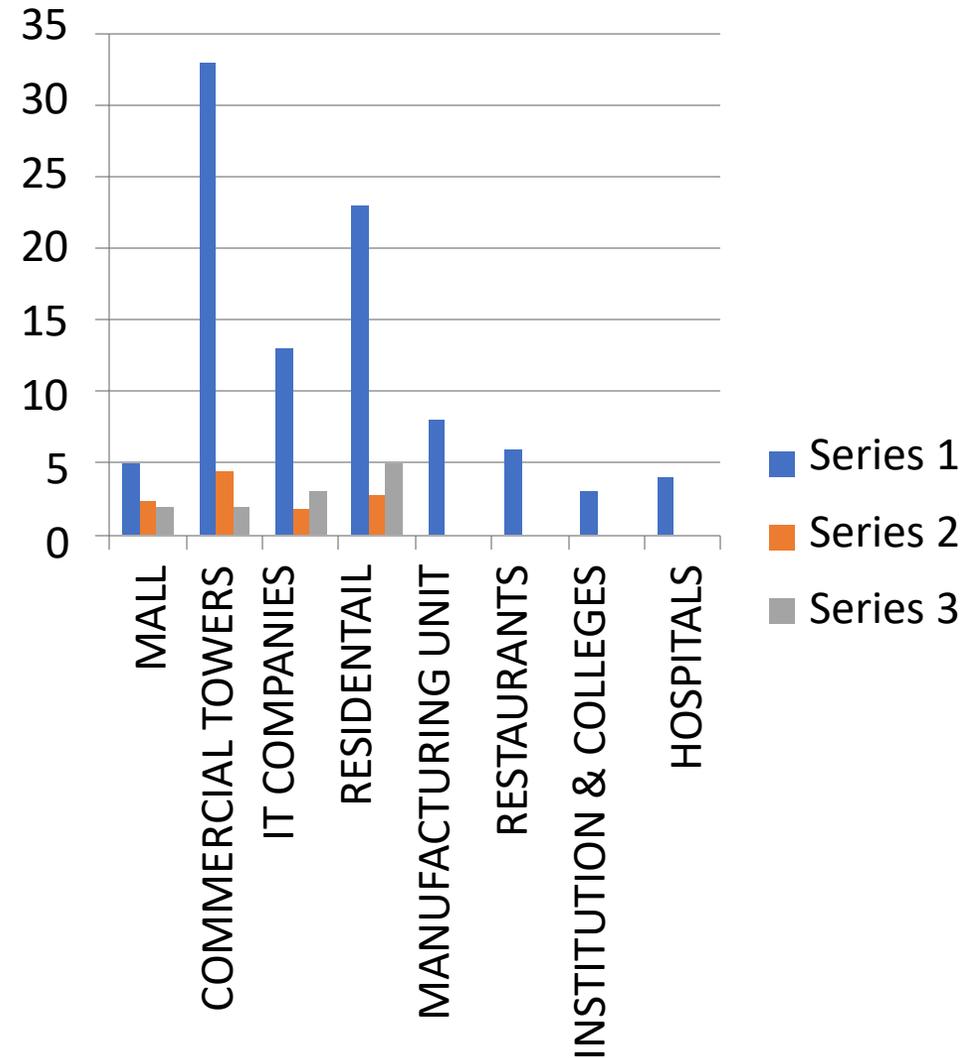
*RESIDENTIAL SITES:- 6 SITES*

*Manufacturing site:- 1 sites*

*Restaurants – 5 sites*

*Institutions &Colleges – 3*

*Hospitals – 8*



# Our milestone ...

---

- Client attrition ratio :- 4.56%
- Growth rate :- 125%
- Back office team :- Human
- Resource/Accountant -12 Representative .

Operation team :- 26 Representative.

Training team:- 4 Representative.

MIS team :- 8 Representative.

- External customer satisfaction ratio:- 92%
- Internal customer satisfaction – 86 %
- Reward & recognition – 88%





---

**A FEW OF OUR MAJOR CLIENTS THAT WE PROVIDE FM  
SERVICES IN INDIA:**

**Industrial**

DYP City MALL, 93 Avenue, Royal Heritage Mall,  
Clover Mall, Marvel Sangria  
Sicame ,VTP Group, VW India

**Food Industry**

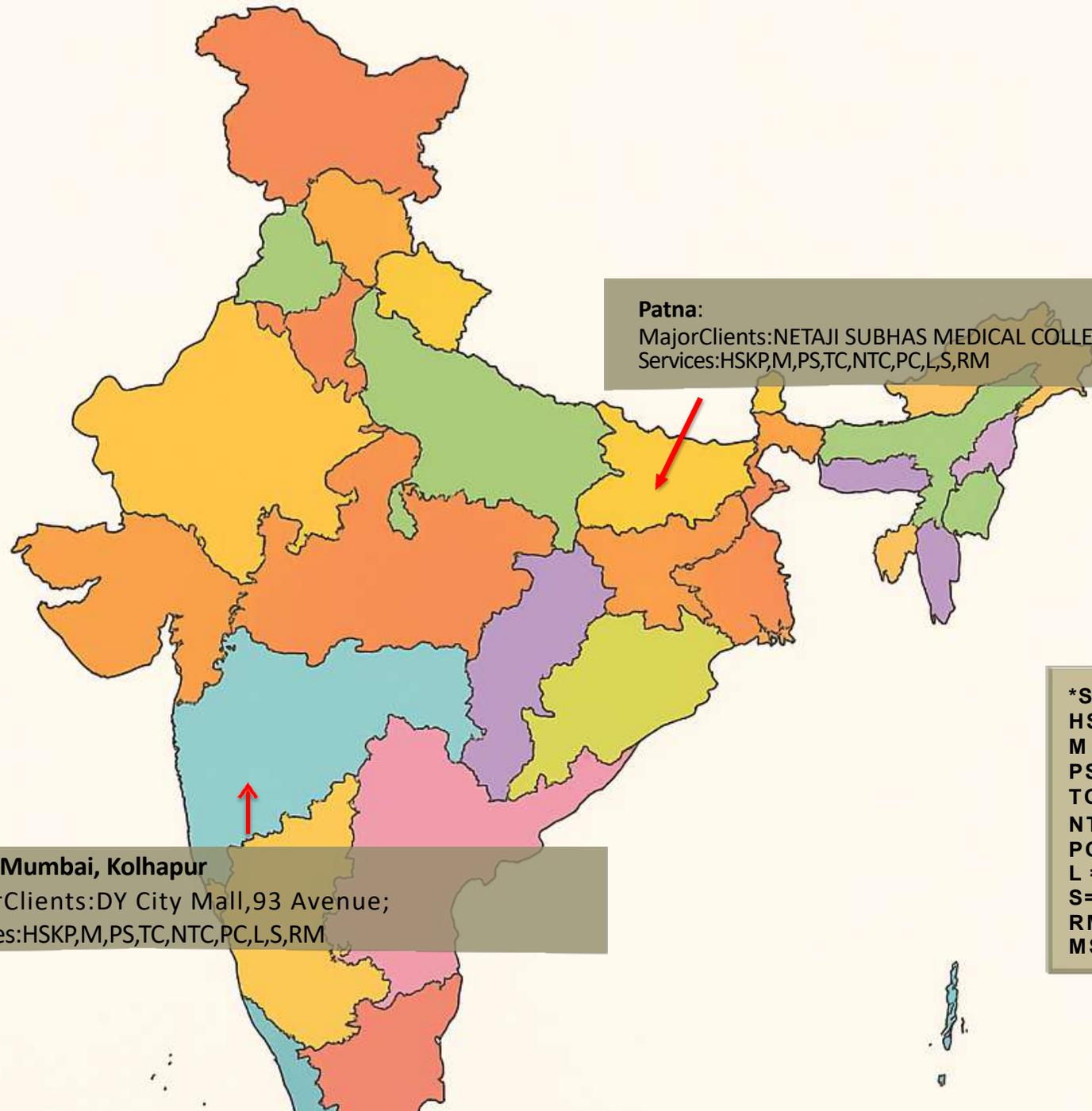
Dream Plast , Hindustan Coca-Cola  
Imosofer (Ferro Rocher) Baramati  
Siddharth Dairy Kolhapur, Givaudan Group.

**IT/COMMERCIAL**

Nandan Pro-biz,Baner  
Calibre ,Marvel Realtors, capgemini

**Education/Medical**

NETAJI SUBHAS MEDICAL COLLEGE AND HOSPITALI,  
Dr. D Y Patil Medical College



**Patna:**  
MajorClients:NETAJI SUBHAS MEDICAL COLLEGE AND HOSPITAL  
Services:HSKP,M,PS,TC,NTC,PC,L,S,RM

**Pune, Mumbai, Kolhapur**  
MajorClients:DY City Mall,93 Avenue;  
Services:HSKP,M,PS,TC,NTC,PC,L,S,RM

**\*Services Key:**  
HSKP = Housekeeping  
M = Maintenance  
PS = Paint Shop  
TC = Technical Cleaning  
NTC = Non-Technical Cleaning  
PC = Pest Control  
L = Landscaping  
S=Security  
RM = Resource Management  
MS = Mail Service



Commercial  
spaces managed  
by us...

93 avenue Mall  
( Fatima Nagar)

WHITEHAND  
FACILITIES  
"Adding Care to Your Property"

# Retail spaces managed by



DYP City  
Mall,  
Kolhapur.





WHITEHAND  
FACILITIES  
*"Adding Care to Your Property"*

Retail spaces managed  
by us...



Royale Heritage Mall,  
Undri, Pune.



Clover Mall,  
NIBM , Pune

Retail spaces managed by us...



WHITEHAND  
FACILITIES  
"Adding Care to Your Property"



Dr. D Y Patil Medical College, Kolhapur is a medical college in Kolhapur, Maharashtra. The college imparts the degree Bachelor of Medicine and Bachelor of Surgery (MBBS). It is recognised by the Medical Council of India. The hospital associated with the college is one of the largest in Kolhapur.

D. Y. Patil Education Society is established in the year-1987 with the mission to provide best quality education in the area of health sciences comparable with the best institutions in the world.

**WHITEHAND  
FACILITIES**  
"Adding Care to Your Property"

140 Staff managed by us...



# Netaji Subhas Medical College & Hospital, Patna

Sarvjanakari



*220 Staff managed by us...*

**WHITEHAND  
FACILITIES**  
"Adding Care to Your Property"

Retail spaces managed by us...



Marvel  
sangria  
NIBM , Pune



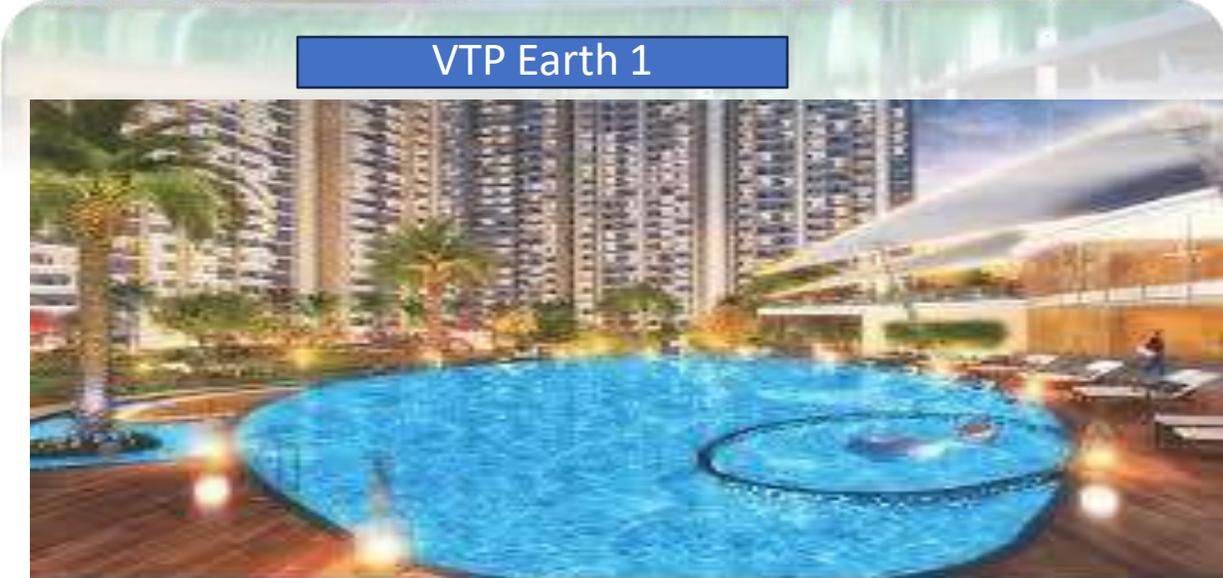
# VTP Group....



VTP Earth 1



VTP WOW



VTP Blue Water



VTP Home Elevate

# VTP Group....



VTP water



VTP blessmo

# Nanadan Pro-biz- Baner.



# Naiknavare Group ...



Kutumbh.



Sylvan Height



Neelya



Avon-Vista



WHITEHAND  
FACILITIES  
*"Adding Care to Your Property"*

Retail spaces managed by  
US...

Marvel Edge,  
Viman Nagar





Commercial  
spaces managed  
by us...

EFC ,Baner .



Commercial  
spaces managed  
by us...

ISC ,Boat club  
Road.



WHITEHAND  
FACILITIES  
"Adding Care to Your Property"

Head OFFICE  
Commercial  
spaces managed by  
US...

*Belvedere, Viman Nagar*

*TCG "Hinjewadi" (7 Acres Project).*

**WHITEHAND  
FACILITIES**  
*"Adding Care to Your Property"*  
**Residential spaces  
managed by us...**

*Konark Orchid, Wagholi.*

*Raheja Vista "Undri" (9 Acres project)*

# Residential spaces managed by us...

WHITEHAND  
FACILITIES  
*"Adding Care to Your Property"*



VASCON,  
KP , Pune





WHITEHAND  
FACILITIES  
"Adding Care to Your Property"

## Employee briefing gallery ...





# Employee Training gallery ...



WHITEHAND  
FACILITIES  
*"Adding Care to Your Property"*

# WHITEHAND FACILITIES

"Adding Care to Your Property"



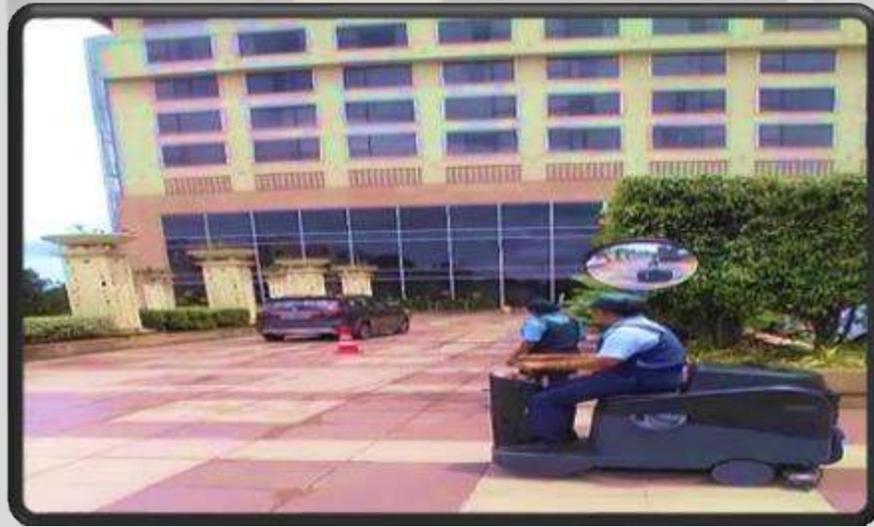
*Machinery  
usages  
gallery...*

# WHITEHAND FACILITIES

"Adding Care to Your Property"



Machinery  
usages  
gallery...





**WHITEHAND  
FACILITIES**  
"Adding Care to Your Property"



Rewards &  
Recognition.....

Rashaan distribution  
under Employee  
well fair scheme  
By WFH.....



@ Cerdence , Kharadi Pune  
@ NSMCH Hospital, Patna  
- Bihar



Rashaan distribution  
under Employee  
well fair scheme  
By WFH.....

@Glatt, Ranjangoan- Pune  
@EFC , baner - Pune



# Government Compliances

SR.NO	GOVERNMENT COMPLIANCES	COMMENT
1	GST	YES
2	SHOP ACT	YES
3	ESIC	YES
4	PROVIDENT FUND	YES
5	MAHARASHTRA LABOR WELFARE	YES
6	PROFESSIONAL TAX	YES

# System process Reports from i Care

<i>PROCESS</i>	<i>FREQUENCY</i>
<i>MMR REPORT</i>	<i>MONTHLY</i>
<i>YTDR RERORT</i>	<i>YEARLY</i>
<i>BEFORE &amp; AFTER EVALUATION</i>	<i>MONTHLY</i>
<i>TRAINING CALENDER</i>	<i>MONTHLY</i>
<i>TRAINING REPORT</i>	<i>MONTHLY</i>
<i>ESCLATION MANAGER VISIT</i>	<i>MONTHLY</i>
<i>DEEPCLEANING REPORT</i>	<i>MONTHLY</i>
<i>MACHINERY LOG USAGES</i>	<i>MONTHLY</i>
<i>LOG BOOK</i>	<i>ON SITE</i>
<i>CUSTOMISED CHECK LIST</i>	<i>ON SITE</i>
<i>GARBAGE MANAGEMENT SYSTEM</i>	<i>ON SITE</i>
<i>DISASTER MANAGEMENT</i>	<i>QUATERLY</i>

# Prestigious clients...

WHITEHAND  
FACILITIES  
"Adding Care to Your Property"

PRA  
PRA Realty India Pvt. Ltd.

 AHURA BUILDERS  
We Work for Our Prestige

  
D Y PATIL  
GROUP  
KOLHAPUR

  
mantri

  
amit  
ENTERPRISES  
HOUSING LTD.

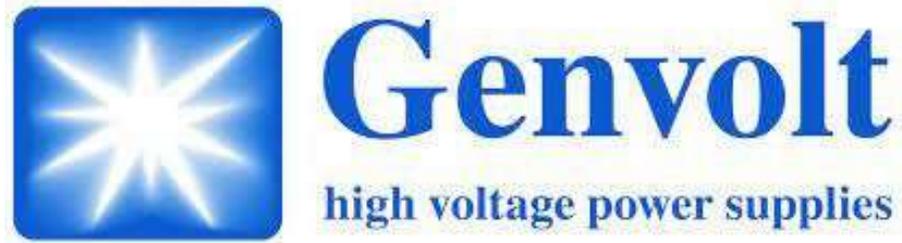
  
Siddhivinayak  
— Enterprises —

GODREJ PRANA  
UNDRI, PUNE

  
DYP  
CITY

# Prestigious clients...

WHITEHAND  
FACILITIES  
"Adding Care to Your Property"



# Prestigious clients...



WHITEHAND  
FACILITIES  
"Adding Care to Your Property"

Netaji Subhas  
Medical College & Hospital  
Amhara, Bihta, Patna - 801 106, Bihar



Schlumberger

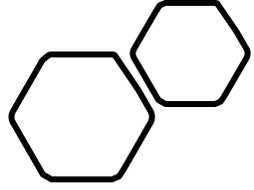


Prestigious clients...



Thank You...

WHITEHAND  
FACILITIES  
"Adding Care to Your Property"



Surender Prasad  
A.V.P Sales and Marketing :-  
+91-7888003788

WHF- Facility management  
services Office No :-20, 1st  
Floor ,Sadguru Heights ,  
Bhagyashila society,NIBM, Kondhwa,  
Pune, Maharashtra.

[www.whitehandfacilities.com](http://www.whitehandfacilities.com)  
[sales@whfacilities.com](mailto:sales@whfacilities.com)