



BERKELEY SERVICES GROUP
Company Profile - 2023

A MESSAGE FROM OUR OWNER

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“We all faced enormous challenges in 2022. The solidarity and cooperation of all stakeholders were more important than ever before. We had to safeguard our own ability to operate so that we could provide reliable support to our clients in these often very difficult times. This enabled us to demonstrate that trust, commitment and reliability coupled with expertise are what characterize Klüh as a service provider and partner.

At all our branches in the United Arab Emirates and around the world, we worked hard to avoid the risk of infection and thus protect our clients, their customers and our employees. We did so by drawing on our wealth of expertise in hygiene, enabling us to contribute significantly to the continued operation of businesses and system-relevant infrastructure facilities.

It is said that family-owned businesses have a stabilizing effect when the economy is going through turbulent times. We certainly observed this phenomenon in 2021. Responsibility is something tangible at a family-owned business. Our planning is more resistant to crisis and we build trust, support the community and are an attractive employer. With a spirit of innovation, sustainable concepts and the use of new digital tools, Klüh is helping to shape all areas of the market for infrastructure services, even during the difficult year that was 2022.”

-Josef Klüh, Owner and Chairman of the Advisory Board

OUR PARENT COMPANY

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Services are also an export product, as proved by the Klüh Group since it expanded abroad in 2000.

Originally founded in 1911, today Klüh Service Management is represented in a total of 8 countries - including 24 branches solely in Germany.

As of today, we are counting more than 52,391 staff from 130 different nations all over the world, producing a total revenue of nearly \$1.0 billion.

The Klüh subsidiary Berkeley Services in the United Arab Emirates is one of the leaders in the Facility Management segment and represented with sites in Dubai and Abu Dhabi.

Klüh's Airport Service is number one in the Netherlands, while the Klüh subsidiary "Wuhan Tongji Property Management" is among the market leaders in the clinic service segment in China.



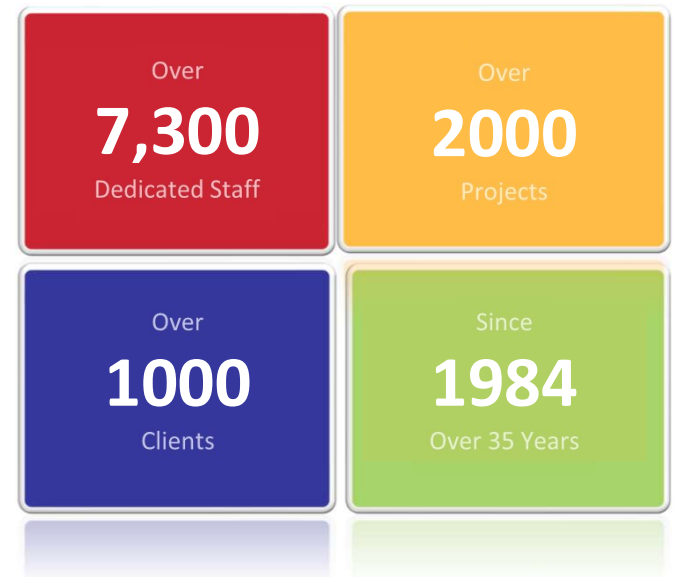
BERKELEY SERVICES GROUP

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Berkeley is a company that covers the entire spectrum of Services in the field of Facilities Management.

Established in 1984, Berkeley is a member of the Klüh Group International Germany and offers an extensive gamut of Services to esteemed Clients across a spectrum of industries.

With a trained and professional workforce of more than 7,300 employees and growing, Berkeley maintains a significant number of properties and provides a wide array of Services to prominent local and international companies in the United Arab Emirates.



COMPANY PROFILE

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We benefit from the knowledge and expertise of our parent company, who is a global leader and innovator in the field of Facilities Management.

The simple answer is that with over 38 years of local market experience and thousands of satisfied Clients, Berkeley is tried and tested.

We develop and nurture long term partnerships with our Clients. This is achieved by ongoing communication, adopting a policy of transparency and delivering what we promise on time and on budget.





Berkeley was founded in Dubai in 1984 by Klaas Berkeley with only a small team of staff.

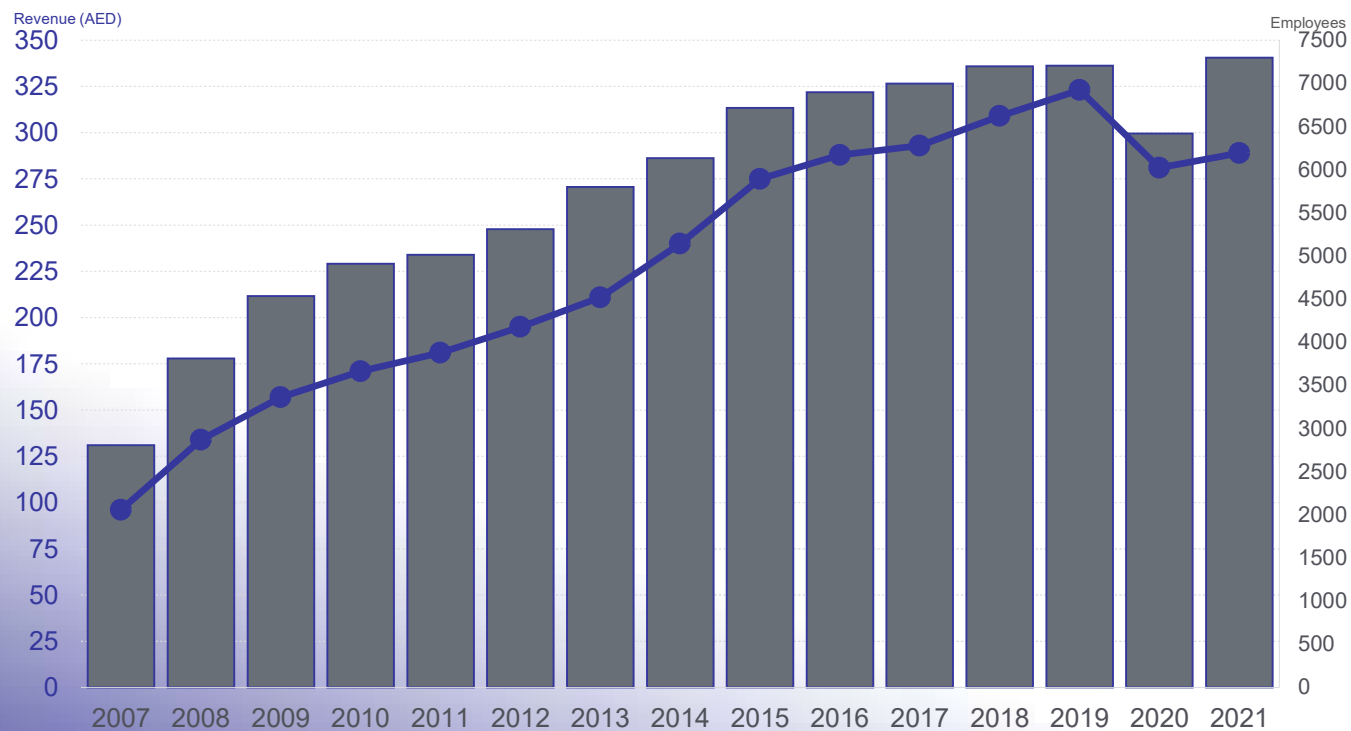
In 2007, Berkeley Services was acquired by Klüh Multiservice (Germany).

With dedication, motivation and hard work the company has evolved to today's extent, while our core values of Quality and Customer Satisfaction remain unchanged.

Now a UAE leader in the Multi Service Provider industry, Berkeley Services is proud of its more than 38 years history.

REVENUE EMPLOYEE RATIO

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289,000,000 AED

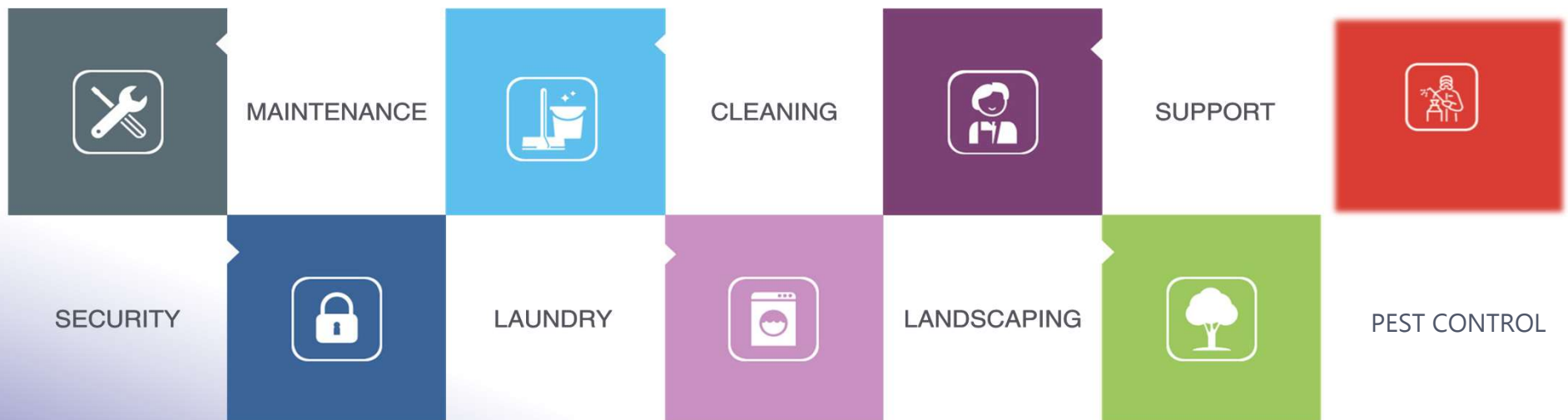
300%
Growth Rate
2007 – 2021

7,300 Employees

260%
Growth Rate
2007 – 2021

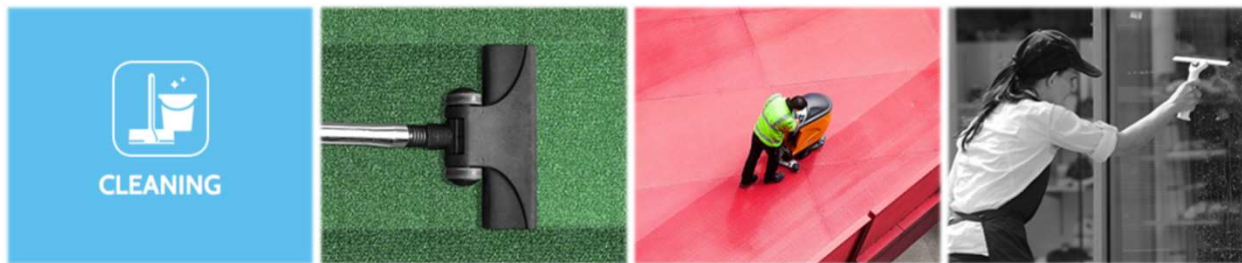
PROFESSIONAL AND INTEGRATED SERVICES

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CLEANING SERVICES

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Our parent company, Klüh Multiservice, takes pride of an unsurpassed track record in providing top quality Cleaning solutions worldwide. We at Berkeley Services make sure to complement this in every way.

- **Commercial Properties**
- **Residential Properties**
- **Hospitality Sector**
- **Health Care Sector**
- **Events**

MAINTENANCE SERVICES

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We believe Maintenance Services at your premises are best left to the experts, which is why our team - with two decades of providing top quality Service to corporate, retail, commercial and residential Clients - is the right choice for you.

- **Operations**
- **Maintenance Servicing**
- **Inspection**
- **Repairs**
- **Technical Services**
- **Preventive Maintenance**
- **Reactive Maintenance**
- **Energy Management**
- **A/C Maintenance**
- **General Maintenance**
- **Consulting, Planning and Execution**

SECURITY SERVICES

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The Berkeley Security Division takes you and your company's needs seriously. We are proud to offer you one of the leading Security Solutions in the UAE which will fit all of your individual Security requirements. In Dubai by our own forces, in Abu Dhabi and the other Emirates with selected Service Partners.

- **Guarding Services**
- **Reception Security**
- **Access Control**
- **CCTV Surveillance**
- **Evacuation and Emergency**
- **Mobile Patrols**
- **Airport and Harbor Security**
- **Residential Security**
- **Executive Security**
- **Risk Management**

LANDSCAPING SERVICES

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As a premier Landscaping Contractor, Berkeley Services offers extensive Landscaping Services to a multitude of residential and commercial properties. From conceptual designs to installation and maintenance, we undertake various Hard- and Soft-Landscaping Services that guarantee healthy plants with an emphasis on pleasing aesthetics.

- **Landscape Design**
- **Landscape Contracting**
- **Indoor Plants**
- **Automatic Irrigation**
- **Water Features**
- **Garden Lighting**
- **Hard- and Soft Landscaping**

LAUNDRY SERVICES

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We set the bar high with our laundry and dry cleaning services. Berkeley offers premium laundry and dry cleaning services that conform to high international standards in a timely and cost-effective manner. Using the latest technology and environment friendly chemicals and materials.

- **Dry Cleaning**
- **Washing**
- **Pressing and Ironing**
- **Flatwork Ironing**
- **Spot Cleaning**
- **Pick-Up and Delivery**
- **Services**
- **Same Day Express Delivery**
- **Curtain Cleaning**
- **Specialized Carpet Cleaning**

SUPPORT SERVICES

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As part of a complete solutions provider package, Berkeley Services has been able to provide its Clients with a wide range of Support Functions to complement its Core Services.

- **Reception Service**
- **Office Assistant Service**
- **Steward Service**
- **Porterage Service**

PEST CONTROL SERVICES

Quality and transparency for our customers

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- 24/7 Response / Call out
- Prevention of Pest infestation
- Consultancy
- Successful Treatment
- Pest Management
- Organic and Eco-Friendly Pesticides



FM Operation

- Single Point of Contact
- Technical Asset Management
- Energy Management
- Financial Controlling
- Controlling SLA's
- Monitoring KPI's
- Creating Bespoke Reports

FM Consultancy

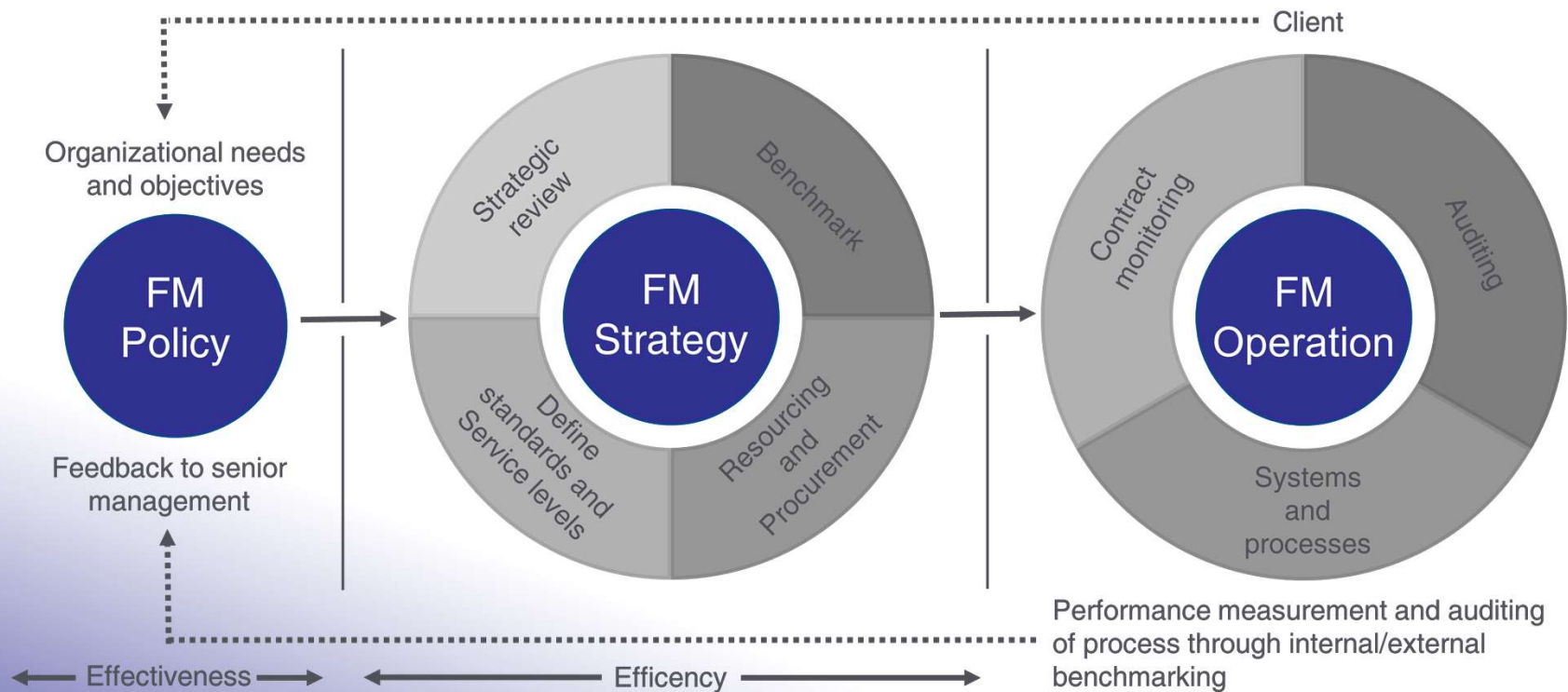
- FM Audit
- Establishing SLA's
- Setting KPI's
- Setting Contractual Specifications
- Elaborate Maintenance Plans
- Tendering/Procurement
- Define Scope of Works

FM Service

- Utilization of Services
- Coordinating Service Delivery
- Scheduling PPM's
- Routine Maintenance
- Emergency Response

BESPOKE FM STRATEGY

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OUR RESIDENTIAL & COMMERCIAL CLIENTS

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ATLANTIS
THE PALM, DUBAI



meydan
SOBHA

DAMAC



الطائر
al tayer

NSHAMA

ميرال
MIRAL



ATLANTIS
THE ROYAL
DUBAI



OUR KEY CLIENTS

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