



**Our Business is to make your Business Shine**

## **Company Profile**

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Al Ramooz Cleaning Services LLC  
P.O Box 275,P.C 124,Al Rusyal  
Sultanate of Oman  
Tel :- +968 24543869,+968 24545501  
Fax:- +968 24545563  
Sultanate of Oman  
Business Contact Number :-+968 94148803

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# Organizational Profile

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<i>Company Name</i>	:	<i>Al Ramooz Cleaning Services LLC</i>
<i>Registered Office</i>	:	<i>Al Ramooz Cleaning Services LLC</i> <i>P.O Box 275,P.C 112,Al Rusyal</i>
<i>Telephone No</i>	:	<i>+968 24543869, +968 24545501</i>
<i>Fax No</i>	:	<i>+968 24545563</i>
<i>Date of Incorporation</i>	:	<i>1<sup>st</sup> Jan 2002</i>
<i>Company Registration</i>	:	<i>C.R No 1096170</i>
<i>Company Grade</i>	:	<i><b><u>Excellent</u></b></i>
<i>Bankers</i>	:	<i>Bank Muscat</i>
<i>Authorized Capital</i>	:	<i>250,000.000 OMR</i>
<i>Board of Directors</i>	:	<i>Mr. Ali Al Sahib (Chairman)</i> <i>Mr. Nassir Al Sahib (Partner)</i> <i>Mr. Fahad Al Sahib (Group General Manager)</i>



# Al Ramooz Cleaning Management Staff

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<i>Chairman</i>	:	<i>Mr.Ali Al Sahib</i>
<i>Group General Manager</i>	:	<i>Mr.Fahad Al Sahib</i>
<i>Group Business Development Manager</i>	:	<i>Mr. Nitin Raghuvansi 94148801</i>
<i>Manager :- Operations &amp; Marketing (Muscat)</i>	:	<i>Mr. Rolfred Rodrigues 94148803</i>
<i>Branch Manager :-Operations &amp; Marketing (Salalah)</i>	:	<i>Mr. Abdulla Rashid 94148810</i>



## About Us

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Al Ramooz Cleaning Services LLC reigns today as the Oman's premier industrial and commercial cleaning company. Al Ramooz Cleaning Services LLC was established in the year 2002 with 10 employees. At present, our strength is over 300. The rapid growth in our activities resulted in achieving a turnover of 75,000 OMR from mere 5,000 OMR in less than 10 years.

The Company is now well established and has built a reputation in Oman. as a reliable and innovative Professional Services in the field of General Cleaning Contractors. Our Major clients include Federal and Local Govt Bodies, Oil Companies, Industries, Universities, Colleges and Schools etc.

Decades of experience gives us the advantage to tailor packages to the specific requirements of each client, large or small, with the aim to exceed all expectations and satisfy every individual project needs. Customer satisfaction tops our mission as we endeavor to be the full service provider which facilitates you to carry out your primary business without having to worry about facilities management. Monthly joint review meetings of our team with the client allows us to ascertain performance standards are being met and set targets ensuring regular communication for common good.

### **Vision:-**

To be leader in the field of Outsourced Manpower & Facilities Services to the different Sector of Business Process

### **Mission:-**

- Constant Improvement in Quality.
- Valuation of Performance Level.
- Cost effective methods & Optimization of Resources.
- Updating Business process with Latest Technologies.
- Adhere to Values & Ethics.

### **Values:-**

We take pride in our credo of "No Compromise" which embodies strong commitment the highest to standards of service excellence and business ethics through employee integrity, transparency and mutual respect.



## **Environment Health & Safety Policy**

ARCS is committed to achieve and maintain excellence in Health, Safety, and Environment (EHS). We will conduct our business in a manner that protects the safety and health of our employees, customers, and the communities in which we work.

EHS excellence will be achieved through the leadership of management, implementation and communication of a management system approach and maintaining compliance to our policies and standards. We are committed to:

- Our belief that safety, health and environmental accidents are preventable.
- Ensure the responsibilities of the Employees for their personal safety as well as their fellow employees.
- Protect the health and safety of our employees.
- Monitor and evaluate our EHS performance through the definition and use of key performance indicators, implementation of and compliance to operational and regulatory standards, training that includes (technical, operational, behavior based safety and human factors) and assessment and audits.

The commitment to this Policy by employees of ARCS provides the foundation for risk management and reduction, operational excellence, and long term business success.

## **Management Team**

Our Management Team has a rich experience in Contract Staff Supply Management & Facility Services for the last 12 years and Managing approx. 300 employees all over Oman , Also the Management team holds best practices in deployment of experience staff in contract manpower & outsourcing services, Housekeeping services, business development, network expansion, business strategy and planning.

## **Our Approach**

We believe in long term mutually beneficial associations with our clients, therefore we uphold integrity and dedication to customers in all transactions. We value our customers and engage with them on multiple fronts to improve service quality, reduce cost and improve productivity.

We have the expertise and capability to deliver high quality service at an affordable cost. We recruit only the best people and develop them and empower them to deliver to the highest performance & standards.



# Services

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## *Contract Cleaning Services*

Our aim in ARCS is to provide a long and short term professional cleaning services, customized to our client's needs. We offers free estimates with one of our professional cleaning consultants in order to provide you with the best cleaning solution.

Initial Cleanings, Real Estate, Offices, Malls, Hospitals , Rentals, Move In/Move Outs, Closing Clean-Ups, Windows and Spring Cleaning services are available.

We are extremely flexible in adapting to special needs and can provide the services necessary to deliver an outstanding cleaning experience.

We custom design each cleaning program to meet your specific needs. Our wide array( Product Range) of services will give you all the solutions you need with the quality you expect.

## **PRODUCT RANGE**

- Regular Cleaning of offices, Business premises, Shopping Malls, Hotels and Apartments, Hospital, Universities and Colleges
- General Cleaning of Commercial & Residential, Educational, Industrial (Deep cleaning of floors, carpets, windows and others)
- Floor & Marble Maintenance (Crystallizations, Polishing)
- Scaffolding techniques for high external window cleaning trained by our Company Safety Officer and Suppliers with Certificates.
- Environmental services
- Office boys and hospitality services
- Housekeeping (Room Attendant, Public Areas, Room Service)
- Security Services
- Casual and skilled and un-skilled labors supply
- Car Washing
- Value Added Services (One Off Cleaning)

Our goal as a member of your community is to provide you with the best cleaning Service at an affordable price. We are committed to bringing you the personal attention, reliability, trustworthiness and quality care you deserve.

Our staffs are fully bonded and insured and are covered under worker's compensation insurance. Whether it's your home, business, rental property or listed property, we can help.



## **House Keeping Services**

Because we feel you and what you might need and always deserve. We come up with this service special made for you on your convenience.

With ARCS House Cleaning Services save your energy and your time of taking care of yourself and your family while we will keep your house always ready .

At ARCS, we are an organization with demonstrable experience in cleaning and maintenance services . we directly hired personnel with the required technical skills to ensure timely delivery for our commitment to clients . All operation are overseen by dedicated supervisors and coordinators in order to maintain the highest standard

### **Housekeeping Services**

- **Garbage and waste disposal**
- **Kitchen cleaning**
- **Dusting, wiping furniture and fixtures**
- **Washing dishes**
- **Sweeping floors**
- **Window cleaning (inside faces only)**
- **Vacuuming carpet floor mats**
- **Ironing**
- **Wet mopping**
- **Changing bed linen, bed-making**
- **Restroom cleaning**
- **Pool Cleaning**



## *Pest Control Services*

ARCS is one of the trusted names in the market for providing professional services and reliable solutions for all Pest Control Problems. Our Company's desire to be in the business of providing Safe Healthy Environment to the customers. Our service executives are well trained and experienced to take decision to use or not to use a certain component that often determines success or failure.

It is a trusted name for all pest control services, safe and effective Guaranteed Treatment for termites, rats, wood borer, bugs, lizards etc.. Quality and Customers satisfaction is our Hall Mark. We use high quality non-smelling and health friendly chemicals to control pest.

We provide pest control services to Corporate Offices, Offices, Banks, Hotels, Govt. Establishments, Warehouses, Factories etc.. We also provide services to Co-op Housing Societies and Bungalows as well as Individual Flats.

### **OUR SERVICES:-**

- Gel Treatment
- Herbal Treatment
- White Ant Spraying Treatment
- Fogging Treatment
- Rodent Control Treatment
- Wood borer treatment
- Anti-Termite / White Ants Treatment
- Pre-Construction Termite Control Treatment
- Post-Construction Termite Control Treatment





## *Landscaping Services.*

The real beauty of a garden design or space is never truly appreciated until the installation of soft landscaping materials, including herbaceous and perennial plants, trees, shrubs, soil or turf. Soft landscaping will bring a garden to life and should be done correctly to incorporate design principles of texture, movement, height, structure, colour, being beneficial to wildlife and providing seasonal interest!

### **Plant location & stock:**

The design and layout of a planting scheme depends upon personnel preference, but it is essential that plants are chosen to suit the conditions in your own garden taking into account factors which include, soil PH, structure, aspect and drainage. In order to thrive each plant must be chosen to suit its exact location within your garden.

Planting principles including orderly, drift, random and group planting will all determine the styling of a scheme. Planting styles can include Formal, Informal, English garden, Modern/Contemporary, Low maintenance and Cottage garden.

With our sound horticultural background and through our relationships with our suppliers, you can be assured that the quality of stock of your trees, shrubs, herbaceous plants, grasses, herbs, fruit trees and water plants are of a high standard and at a cost effective price.

### **As part of our soft landscape service we provide:**

- Aquatic plants
- Composting
- Hedging
- Herbaceous and new bed creations
- Mulching
- Screening plants
- Semi to mature tree planting
- Shrub border regeneration
- Soil improvement
- Shrubs, perennials and climber planting
- Specimens
- Topsoils & subsoils
- Turfing & seeding
- Wild flowers & bulbs



# Divisions:-

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## *Domestic Cleaning*

### **IN CLEANING**

We provide a Regular Cleaning Service to houses and apartments owned or leased by Commercial Clients and Holiday Lets as well as Communal Area Cleaning to blocks of flats and large multi-occupancy households.

### **END OF TENANCY CLEANING**

If you are approaching the end of your rental period and looking to have your house or flat cleaned ready for handover to your Landlord or Letting Agent then look no further. We offer a **Deep Cleaning** service designed specifically for rented properties whereby our customers can add on additional services such as **Carpet Cleaning** and **Oven Cleaning** at discounted prices. Remember that we provide these services to Landlords and Letting Agents too and can offer special rates to those with a number properties that require **our services**.

### **MOVING IN & OUT CLEANING**

Are you preparing your House for the Market? Or perhaps you want a Deep Clean before you move into your new Home? Much like our **End of Tenancy Cleaning** Service we can offer Full Property Cleans with the option of discounted Carpet and Oven Cleaning. Work out the likely costs and make an enquiry on our Moving Cleans Page.

### **BUILDING CLEANING AND POST REFURBISHMENT CLEANING**

A Flexible and Individual service for Designers, Architects, Refurbishment and Building Contractors as well as Private Customers. A full range of Services can be supplied and a programme of works set-out that does not end at just the Internal Builders and Sparkle Clean.

We also offer External Cleans and Window Cleaning, Carpet Cleaning, Hard **Floor Maintenance**, Natural Stone Care and Refurbishment, Gutter Cleaning, Drain Surveys and more.

### **HOUSE CLEARANCES AND DEEP CLEANS**

We have Specialist teams who carry out Clearances and Deep Cleans for a range of Clients including Social Services, Support Workers, Individuals and their Friends and Family members. Sometimes due to Ill-Health, Depression, Hoarding or Drug or Alcohol Misuse, a Property is in such a way that Cleaning requirements are far beyond the normal scope that the



majority of Cleaning firms can cope with. Our Cleaners are fully trained and experienced in this area and are sensitive and nonjudgmental at all times.

## **Commercial Cleaning**

The Commercial Cleaning Service is a Specialized division for ARCS **services** dedicated to provide a full range of Cleaning Services to the Commercial Sector.

From Offices, to Retail Units, Shops, Shopping Malls , Hotels, Leisure Facilities, Pubs, Clubs and Restaurants, we can provide Full range of **Cleaning** Services including :

### **Walls, Skirtings, and Ceilings**

- ✔ Internal and external walls and ceilings are free of dust, grit, lint, soil, film and cobwebs
- ✔ Walls and ceilings are free of marks and stains caused by furniture, equipment, or staff
- ✔ Light switches are free of fingerprints, scuffs, and any other marks
- ✔ Lighting covers and diffusers are free of dust, grit, lint, and cobwebs
- ✔ Polished surfaces are of uniform lustre

### **Windows**

- ✔ External and internal surfaces of glass are clear of all streaks, spots and marks, including fingerprints and smudges
- ✔ Window blinds are free of dust, stickers, and any other marks
- ✔ Window frames, tracks and ledges are clear and free of dust, grit, marks and spots

### **Doors**

- ✔ Internal and external doors and door frames are free of dust, grit, lint, soil, film, fingerprints and cobwebs
- ✔ Doors and door frames are free of marks caused by furniture, equipment, or staff
- ✔ Door tracks and door jambs are free of grit and other debris
- ✔ Polished surfaces are of uniform lustre

### **Hard Floors**

- ✔ The floor is free of dust, grit, litter, bird excreta, oil stains, marks and spots, water, or other liquids
- ✔ The floor is free of build-up at the edges and corners or in traffic lanes
- ✔ The floor is free of spots, scuffs, or scratches on traffic lanes, around furniture and at pivot points
- ✔ Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint, and spots
- ✔ Buffed floors are of uniform lustre



- ✔ Appropriate signage and precautions are taken regarding pedestrian safety of newly cleaned or wet floors
- ✔ Floor is maintained to avoid slips and slip hazards

### **Pavements & Concrete Surfaces**

- ✔ After sweeping, all areas must be free of dirt, leaves, trash, cigarette butts, and debris
- ✔ After spot cleaning, hosing or pressure cleaning pavements and concrete surfaces, all areas must be free of oil stains, accumulated dirt, litter and excess water leaving the surfaces clean and reasonably dry

### **Carpet Areas & Entry Matting**

- ✔ The carpet is free of dust, grit, litter, marks and spots, water or other liquids
- ✔ The carpet is free of stains, spots, scuffs, or scratches on traffic lanes, around furniture and at pivot points
- ✔ Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint, and spots
- ✔ When carpet shampooing is complete, the carpet must be free of all deep seated dirt, stains and soiling and be left in a reasonably dry condition giving a uniform appearance

### **Ducts, Grills and Air Vents (Reachable)**

- ✔ All ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks

### **Electrical Fixtures and Appliances**

- ✔ Electrical fixtures and appliances are free of grease, dirt, dust, marks, stains and cobwebs
- ✔ Hygiene standards are satisfied where the fixture or appliance is used in food or beverage preparation
- ✔ Drinking fountains and water dispensers are clean and free of dust, dirt, soil, film, cobwebs, and any other marks
- ✔ Insect killing devices are free of dead insects and are clean and functional

### **Furnishings and Fixtures**

- ✔ Hard surface furniture is free of spots, soil, film, dust, fingerprints and spillages
- ✔ Soft surface furniture is free of stains, soil, dust, film and cobwebs
- ✔ Furniture legs, wheels, casters are free of soil, film, dust and cobwebs
- ✔ Inaccessible areas (edges, corners, crevices) are free of dust, grit, lint, and spots
- ✔ All high surfaces are free of dust and cobwebs
- ✔ All vertical and horizontal blinds are free of stains, dust, cobwebs, lint and any other marks
- ✔ Equipment is free of tapes/plastic etc which may compromise cleaning



- ✔ Furniture has no unpleasant odour
- ✔ Shelves, bench-tops, cupboards are clean inside and out and free of dust and litter or stains
- ✔ Internal plant pots are free of dust, marks and litter
- ✔ Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact
- ✔ Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs

### **Kitchen / Break Room Fixtures and Appliances**

- ✔ Fixtures, surfaces and appliances are free of grease, dirt, dust, marks, stains, cobwebs, food or liquid smudges, and encrustations
- ✔ Refrigerators external surfaces are clean and free of dirt, food smudges and smears
- ✔ Vending machines external surfaces are clean and free of dust, dirt, cobwebs, and stains

### **Toilets, Lockers and Prayer Room Fixtures**

- ✔ Porcelain and plastic surfaces are free from smudges, smears, soap build-up, stains, residues and mineral deposits.
- ✔ Metal surfaces, shower screens and mirrors are free from streaks, soil, smudges, soap build-up and oxide deposits
- ✔ Wall tiles and wall fixtures (including soap and cream dispensers and towel holders) are free from dust, grit, smudges, streaks, mould, soap build-up and mineral deposits
- ✔ Shower areas are free from stains, smudges, smears, odours and mould
- ✔ Plumbing fixtures are free from smudges, dust, soap build-up and mineral deposits
- ✔ Bathroom fixtures are free from unpleasant odours
- ✔ Polished surfaces are of a uniform lustre
- ✔ Sanitary disposal units external surfaces are clean and functional
- ✔ Consumable items are in replenished and in sufficient supply

### **External Features, Fire Exits and Stairwells**

- ✔ Landings, ramps, stairwells, fire exits, steps, entrances, external light fittings are free of dust, grit, dirt, leaves, cobwebs, rubbish, cigarette butts, gum and bird excreta
- ✔ Handrails are clean and free of stains

### **Car Park and Driveway**

- ✔ Road and parking surfaces are free from litter, cigarette butts, trash (cans, paper, etc), and waste of any kind
- ✔ After spot cleaning, hosing or pressure cleaning the car park shades, surfaces and surrounding areas must be free of accumulated dirt, litter and excess water leaving the area clean and reasonably dry



### **Building Roof**

- ✔ The roof gutters and water drains are free of blockages, waste, litter, accumulated rubbish, leaves and grit
- ✔ After hosing or pressure cleaning the roof gutters and water drains, walls, windows, surrounding areas and building surfaces must be free of washed away debris, accumulated dirt, litter, sand and excess water leaving the area clean and reasonably dry

### **Hub and Ramp Operations Warehouse**

- ✔ Dead beds and caster decks are free from accumulated trash, litter, dirt, soil, grit, leaves, rubbish, cigarette butts and gum
- ✔ Conveyor and sort system area is free of trash, rubbish, accumulated litter, dirt, soil, grit, bird excreta, dust, water or liquid of any kind
- ✔ Floor weighing scales are kept clear at all times and free of trash, rubbish, litter, dirt or debris of any kind
- ✔ Storage shelves and surrounding surfaces (within reach) are free of dirt, dust, grit, soil, trash, litter, water or liquid of any kind

### **Ground Operations Warehouse**

- ✔ Conveyor system and surrounding surfaces (within reach) are free of trash, litter, accumulated rubbish, dust, dirt, grit, soil, water or liquid of any kind,
- ✔ Storage shelves and surrounding areas (within reach) are free of accumulated trash, soil, grit, bird excreta, water or liquid of any kind, gum and litter

### **General Tidiness**

- ✔ The area appears tidy and uncluttered
- ✔ Fire access and exit doors are left clear and unhindered
- ✔

### **Odour Control**

- ✔ The area smells fresh
- ✔ There is no odour that is distasteful or unpleasant
- ✔ Room deodorizers are clean and functional



# Clients

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## Education Sector

- Indian School Seeb

## Government Sector

- Ministry of Higher Education:- Muscat
- College of Applied Science:- Rustaq
- Ministry of Education :- Quriyat
- Oman Post:- Muscat
- Oman Gas Company

## Hospitality Sector

- Marriott Hotel :- Salalah
- Salalah Grand Mall :- Salalah

## Cooperate Sector

- Saud Bahwan Group
- Zubair Cooperation
- Tyco United Oman LLC
- Delight Lighting LLC
- BGP
- Arab Orient Insurance Co LLC
- Al Fardan Motors
- Middle East & Sons Co LLC
- Al Tayab Lislal Al Istalakia



## Snapshots of Our services

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# Chain of Command

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