TYCO FIRE & SECURITY
Middle East Operations
Contents

Introduction
Who We Are & What We Do
Specialist Solutions & Services
The Markets We Serve
Operations in the Middle East
Workshops, Facilities & Stores
Quality, Health Safety & Environment
Key Project Deliveries
Introduction

Established in 1994, Tyco Fire & Security specializes in the design, supply, installation, testing and commissioning of Fire, Security and Telecommunications Solutions. All these are backed up by our exceptional Service & Maintenance Division. Operating across the U.A.E., Qatar and Oman regions, we take pride in the formidable reputation we built over the years for having provided our technical expertise and excellent solutions and services portfolio to a broad spectrum of market sectors such as Oil & Gas, Commercial, Aviation, Telecommunications, Transportation Facilities, Industrial, Marine and Power & Water, to name a few.

Associated with major end-users and with the largest EPC Contractors operating in the Middle East, Tyco Fire & Security has provided totally integrated Fire Detection, Fire Protection, Security and Telecommunications Solutions to some of the major developments in the GCC over the years in many market sectors - protecting people, property, as well as the environment.

With over 20 years of extensive experience as a specialist fire and security solutions provider, we offer global solutions, have international experience and tailor our packages to ensure that complete fire and security protection is provided to the most demanding of projects in the most challenging of environments.

Operating in the U.A.E., Qatar and Oman, Tyco Fire & Security employs nearly 1,400 employees.
Who We Are & What We Do

Tyco Fire & Security is a leading engineering, contracting and service company delivering totally integrated Fire, Security and Telecommunications Solutions throughout the Middle East. Since our foundation in 1994, we have heavily invested in developing all aspects of our business operations to ensure we are able to maintain our position as a leading Fire, Security and Telecommunications Solutions Provider in the region. As a result, along with our project management skills, trained contracting and service personnel, and expertise in mechanical and electrical disciplines, we have been able to provide total Fire, Security and Telecommunications Solutions on numerous projects throughout the Middle East.

Contracting Business

At Tyco Fire & Security, we have the ability to undertake direct EPC contracts for Fire Protection and Detection, as well as state-of-the-art Security and Integrated Telecommunications Systems, to work on major contract packages with Main or MEP Contractors. The ability to deliver total solutions has helped us become the ‘Contractor of Choice’ for many of the major end-users and the world’s largest EPC Contractors operating throughout the Middle East.

Project Management

Engineering centers are strategically located in Abu Dhabi, Dubai and Fujairah in the U.A.E., Doha in Qatar, and Muscat in Oman. Dedicated teams of Engineers with specialist skills who concentrate specifically on their chosen field of systems, products and applications expertise, are available at these locations.

Installation

Our wide network of construction resources unrivalled access to a wide range of products and solutions ensure that we can meet the most demanding needs of our clients.

Commissioning

Our teams of dedicated Commissioning Engineers play a vital role in closing the loop between project completion and client acceptance. Their collective skills enable us to offer a wide range of commissioning services from management roles through to ‘hands-on’ commissioning.

In-house Design and Engineering

Strong in-house design capabilities and engineering solutions that customers can trust. We use client requirements and specifications as a basis to carry out full design and produce detailed working drawings using the latest computer-aided design software.

Planning

We use Primavera specialized planning software to carry out planning processes and procedures. Operations and Sales & Estimation Teams interface to establish awareness of the scope of work and identify the challenges in procedures, engaging in an important feedback loop for project planning to ensure everyone’s commitment to the scope of work awarded.

Testing and System Verification

Prior to customer acceptance, we provide full functional testing of the systems and have the ability to tailor to individual requirements along with system verification and auditable testing for all systems standards and design.
**Service Business**

Dedicated teams of Service Engineers are available to support our customer-base and provide electrical, mechanical, preventative and reactive maintenance throughout all market sectors. Formal maintenance contracts are tailored to meet individual needs that may range from an annual service visit to permanently-manned sites.

Covered within the scope of our Service Business are the following:

- Weekly, monthly, quarterly, semi-annual and annual testing, services and inspection
- Full-time site management
- System service and inspections
- Calibration, modifications and extensions
- Refilling of portable Fire Extinguishers as well as Gas-based Fire Suppression Systems
- Maintenance of Emergency / Exit Light and Central Battery Systems
- Spares and Refurbishment
- Training services for all systems under our solutions and services portfolio

Among the Systems and Solutions included in our Service Business are:

- Sprinkler / Deluge
- Foam
- Gas Extinguishing
- Fire & Gas
- Fire Alarm and Enhanced Detection
- Hose Reels and Hydrants
- Public Address / Voice Alarm
- Fire Extinguishers
- Analyzers

Further to this, we have the capability to provide Analyzer Support and Services to the Oil & Gas, Power & Water, Industrial and Infrastructure market sectors as we believe we can offer service for multiple brands of systems from a single source.
Specialist Solutions & Services

As a total solutions provider, Tyco Fire & Security provides all types of Fire Protection, Fire Detection, Security, and Integrated Telecommunications Solutions to a wide range of market sectors throughout the Middle East. We have the ability to provide the right solutions to meet the fire & security risks and hazards of the businesses of our customers. This is why we have been chosen to protect many iconic projects in the Middle East region.

**Fire Detection Solutions**
- Fire & Gas Detection Systems
- Fire Alarm Systems (Addressable / Conventional)
- Specialist Detection Systems
  - VESDA (Very Early Warning Aspirating Smoke Detection)
  - Flame Detection
  - Gas Detection
  - Linear Heat Detection
  - Smoke / Heat / CO Detection
  - Oil & Water Leak Detection

**Fire Protection Solutions**
- Gas Extinguishing Systems
  - Inergen / Novec 1230 / FM200
- Watermist Systems
- Deluge Systems & Foam Systems
- Fire Monitor Systems (Water & Foam)
- Waterspray and Sprinkler Systems
- Skid-mounted Fire Protections Systems
- Dry Chemical Systems
- Fire Fighting Equipment
- Portable Extinguishers

**Security Solutions**
- CCTV Systems
- Access Control Systems
- Intruder Alarm
- Integrated Systems
- Perimeter Protection
- Physical Security Integrated Management

**Telecommunications Solutions**
- PA/GA and PA/VA Systems
- CCTV Systems / SMATV Systems
- Access Control Systems
- Head Count System
- Intruder Detection Systems
- Personal Tracking System
- Video Conferencing Systems
- Radio Communications / Systems
- Telephone & Data Network Systems
- Structured Cabling System
- AV Solution
- Entertainment System (IPTV & SMATV)
- GPS & NTP System
- Meteorological System
- Weather Monitoring
- V-Sat & WiMax
- Non-directional beacon

**Others**
- Heat Tracing
- Analyzers
The Markets We Serve

At Tyco Fire & Security, we thrive on challenges. From the protection of high-hazard oil & gas installation, to security of transportation facilities and financial institutions, to sophisticated telecommunications for various critical infrastructures – we have the ability to tackle the most demanding projects in just about every market sector imaginable. Since we carry a portfolio of diverse solutions and products, we are able to meet the ever-changing requirements of our customers from a broad spectrum of industries within the region. Our commitment to total quality, technical excellence and customer satisfaction in our specialist portfolio of solutions and services enable Tyco Fire & Security to deliver value-added solutions to all our clients throughout the Middle East.

Over the years, we have been able to build strong relationships with our customers in various market sectors. Among the key markets we serve include, but are not limited to the following :

- Oil & Gas
- Hotels & Leisure
- Power & Water
- Commercial
- Healthcare
- Banking & Finance
- Industrial
- Retail
- Rail
- Ports
- Aviation
- Telecommunications
Operations in the Middle East

Tyco Fire & Security operates within the U.A.E. via our head office in Abu Dhabi plus our branch offices in Dubai and Fujairah. Likewise, we have local presence in Qatar via our Tyco Qatar office in Doha, as well as in Oman via our Tyco Oman office in Muscat. Our workforce is spread across these regions in various disciplines dealing in Design, Sales & Estimation, Construction, and essential support services such as Accounts, Marketing & Communications, Procurement and QA/QC, plus a very active and efficient HSE Department to ensure our people and client-base are kept safe.

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Tyco Qatar

Tyco Fire & Security opened business in Qatar in 2006 and established a local office in Doha, with key personnel in Sales & Operations. With full support from the teams in the UAE Offices during initial years, Tyco Qatar has now grown to become a team of nearly 200 professionals spread across Sales, Operations and central services such as Accounts, Procurement, QA/QC, HSE and General Administration.

Operating for over 10 years now, Tyco Qatar has gained a significant share in the Qatar marketplace and has built long-term relationships with important clients in various industries including Qatar Petroleum, Qatar Gas, Ras Gas, Qatar Vinyl Company (QVC), Qatar Power, Qatar Steel, Dolphin Energy, Qatar Aluminum (Qatalum), Oryx GTL, Commercial Bank of Qatar as well as majority of hotels in Qatar such as W-Hotel, Oryx Rotana, Hilton Doha and Wyndham Regency Hotel, and various commercial high-rise towers in the region.

Among the key projects undertaken by Tyco Qatar are the following:

- Design validation, Supply, Testing & Commissioning of Fire Alarm System for Billet 1&2 Bldgs. for Al Udeid Air Base
- Maintenance of Analyzer Systems at Dolphin Energy and Qatar Petroleum Dukhan Fields
- Specialized category manpower support services at Oryx GTL and Qatar Gas
- Design & Supply of Novec Suppression System for QG2, 3 & 4 WRR Project at Qatar Gas
- Long-term Service & Maintenance Contracts for Fire & Gas Systems at various Qatar Petroleum locations in Mesaieed and Dukhan
- Maintenance Contract for Calibration and Servicing of Analyzers at Qatar Petroleum (Dukhan Fields)
- EPC for Clean Agent Fire Extinguishing Protection System for Qatar Vinyl Company Substations
- Maintenance Contract for Fire Alarm System at Qatar Steel Plant and Qatalum Plant
- Performance Testing of Fire Water Pumps and Fire Water Network at Qatar Gas
- Long-term Service & Maintenance of Fire Protection System and Equipment at Al-Khor International School and Qatar Foundation locations
- Certification & Maintenance of Offshore & Onshore Breathing Apparatus and Fire Fighting Equipment Systems at Ras Gas
- Design, Supply, Testing & Commissioning of Inergen System at Dolphin DOL 1 & 2 Offshore Platform
- Service & Maintenance of Fire Suppression System at Qatar Airways Integrated Training Simulator Centers
- Maintenance of Fire Alarm and Fire Fighting Systems for Commercial Bank of Qatar
- Long-term Product Sales Agreements with majority of customers in the Oil & Gas and Commercial sectors

In 2013, Tyco Qatar achieved ISO Certifications that cover Design, Engineering, Supply, Installation, Commissioning and Maintenance of Fire Detection and Protection, Security, Electrical, Mechanical and Instrumentation Systems. Our efficient team of QHSE personnel ensure the implementation of procedures as mandated by the Integrated Management System to make sure that Tyco Qatar maintains its QHSE excellence across business operations. And while we consider safety in the workplace as a major concern, Tyco Qatar consistently promotes effective HSE initiatives and practices both at our offices and project sites, which gained for us rewarding recognition from our major customers in the region.
Tyco Oman

As Tyco Fire & Security’s operations in the Middle East continue to expand, the Tyco Oman Office was established in 2012. As we are driven by our commitment to be a Total Solutions Provider throughout the region, establishing a local office in the Sultanate of Oman is a further assurance to our clients that Tyco Fire & Security has the appropriate in-country capability to service their fire and security requirements. The initial team of 7 key personnel has now grown to become a team of 30 manpower resource, dealing in Sales and Operations plus central services such as Accounts, Procurement and overall Administration.

Apart from growing its team of professional and skilled workforce, Tyco Oman has made significant progress over the years by securing significant project wins for the business such as the following:

- Fire Alarm System at Seeb Mosque, Salalah Pipeline, LNG Sur, Rotana Hotel and Harmoul Harbor for Ministry of Transport
- Deluge System at OMIFCO
- Deluge System at Small Arms Ammunition Factory for Ministry of Defence
- VESDA System at ORPIC Sohar
- NOVEC System at Ministry of Agriculture
- Fire Alarm and Fire Fighting Works for Saradaya Bandar
- Fire Alarm and Fire Suppression Systems at Omantel
- Security Systems at Muscat and Salalah Airports
- Security System at SIDAB Coast Guard Harbour
- Fire Alarm and VESDA Systems at Bait Al Barka for Royal Court of Affairs
- Fire Suppression System at Dog Kennel for Royal Oman Police
- Fire Suppression and VESDA Systems at BP Oman
- Fire Suppression at RAFO Musanah for Ministry of Defence
- Fire Alarm, Fire Suppression and VESDA Systems at NBO Head Office Data Centre
- 2-year Maintenance Contract for Electrical and Mechanical Fire Systems for Vale in Sohar
- Annual Maintenance Contract for Fire Alarm and Fire Fighting Systems at Muscat Airport and Musanah Air Base
- Annual Maintenance Contract for Fire Alarm System at Panorma Mall

Our customer database currently include companies such as Occidental Petroleum, Oman LNG, Oman Refineries (ORPIC), Oman India Fertilizer Company (OMIFCO), Ministry of Defence, Royal Court of Affairs, Royal Oman Police, Omantel, Public Authority of Electricity & Water and National Bank of Oman.

As Tyco Oman continuously work towards strengthening its portfolio and raising its profile, the relationships we managed to build with important clients in the region continue to expand to ensure we cover every possible industry that will benefit from Tyco Fire & Security’s solutions and services.
Workshops, Facilities & Stores

Tyco Fire & Security developed its own range of facilities located at the Mussafah Industrial Area in Abu Dhabi, U.A.E. With a total size of over 10,000m², these facilities allow us to handle all aspects of electrical and mechanical contracts – from the simplest to the most complex.

Under the supervision of the Construction Manager and dedicated Supervisors, teams of skilled personnel are assigned at these facilities. They are all equipped with the necessary technical competence to perform tasks such as fabrication, painting, build, assembly, test and system verification works, tailored to our customers’ needs and requirements. All staff undergoes full QHSE Training and follows the system and procedure standards to be able to provide the safest working environment in the facilities.
Mechanical Fabrication & Assembly

All requirements for Tyco UAE’s custom-built mechanical component of our Fire Protection Systems are produced at this fabrication facility. Manufacturing of all items are based on internally-designed and produced construction packages.

The facility produces fabricated, threaded and grooved pipework, welded pipe spools, pipe brackets, fire suppression system cylinder skids and enclosures, etc. for our project requirements for the Oil & Gas, Industrial and Power & Water marketplaces.

Final assembly of all Fire Protection equipment into skid-mounted / enclosures is also carried out in this facility, where they are fitted-out with the cylinders, manifolds, electrical cabling, trim boards, etc. The fabrication facility has all the required equipments to execute these major fabrication activities required for our projects.

With a total space of 10,500m², all works carried out in the Mechanical Fabrication and Assembly Facility are in accordance with Tyco UAE’s QHSE IMS Procedures.
Electrical Fabrication (Panel Build & Assembly)

Design, assembly, programming, testing and inspection of a full range of custom-built, fully integrated Fire Detection, Fire & Gas, CCTV, PA/VA and Data Networking Systems (DNS) panels for the Oil & Gas, Power and Industrial markets are executed at this facility.

With a space of nearly 500m², a maximum of 14 floor-mounted panels can be accommodated at this facility at any one time, enabling the business to meet the growing demand for custom-built requirements of our clients.

Included in the range of services are the following:

- Industrial Standard F&G, FACP, PAVA, DNS, ACS and CCTV Panel Manufacturing
  - Manufacturing of panels or complete systems based on internally-designed and produced construction packages
  - Execution of Factory Acceptance Test (FAT) on a panel-by-panel basis or as a complete system, with witnessing by client / customer representative, based on project requirements
- Sypnotic / Mimic Panel Manufacturing
  - Manufacturing and testing of Sypnotic and Mimic Panels for Fire Detection Systems and Fire & Gas Systems

The ability to meet the customer’s exact requirements and carry out the manufacturing and testing locally has enabled Tyco Fire & Security to secure more project wins with the latest technologies available.

Facility Information

Address: Warehouse Nos. 1-4
Area 17, Plot No. 43
Mussafah Industrial Area
Abu Dhabi, U.A.E.

Email: info@tycofireuae.com
Service & Refilling Facilities

The Abu Dhabi Service & Refilling facility located in Mussafah Industrial Area is compliant with the Abu Dhabi Civil Defence requirement for Product Agents and Installation & Service Contractors. The facility was developed as part of the continuing development of the Abu Dhabi Service Team as well as to address the refilling and servicing requirements in Abu Dhabi for portable extinguishers, FM200, Novec and Inergen Systems cylinders. Additionally, the facility also has allocation for testing and servicing areas for Fire Alarm, Fire & Gas and Fire Protection Systems.

On the other hand, the Service & Refilling facility in Dubai is capable of refilling cylinders for Novec 1230 and FM200 Systems, as well as servicing valves and re-pressurizing cylinder. Built based on Tyco manufacturing standards, the facility has been inspected and certified by the UAE Civil Defense Authority and is equipped with all the necessary equipment to obtain the necessary approvals. As part of our commitment to after-sales service, the facility provides service to our marine customers as well as our customer-base whose Novec 1230 and FM200 Systems have been supplied and commissioned by Tyco UAE. Additionally, the facility has the capability of refilling CO2 and Dry Powder Portable Fire Extinguishers to support our maintenance activity.

The Abu Dhabi Service Facility has a total space of 415m² while the Dubai Service & Refilling Facility has a total space of 927m².
Tyco Stores

With a total space of 1,429m², Tyco Stores in Abu Dhabi is primarily used for storage of all electrical and mechanical equipments. We take into account the importance of both the quality control aspect of the goods we receive as well as the proper inspection procedures prior to delivery to the customers.

This includes the following:

- Fire Protection equipment stocks ready for sale
- Regular and critical / emergency spare parts for all Fire Protection Systems
- Fire Detection and Alarm equipments, stocks and spares
- Tools and tackles for construction work
- Ready storage for all consumables for workshop operation and site construction

Inventory and movement of all the materials in and out of the facility are maintained on a day-to-day basis in a computerized manner.
Training Facilities and Capabilities

Tyco Fire & Security operates a purpose-built Training Centre in the Abu Dhabi Head Office, designed to facilitate the execution of internal training courses related to our solutions and services portfolio. External training courses are also conducted for our clients including, but not limited to Distributors, Partners, End-Users, Local Authorities and Consultants throughout the region.

The various aspects covered under these training are as follows:

- Systems and Services Trainings to aid Sales, Engineering and Service personnel with the technical knowledge of the products and solutions in our portfolio
- Design Trainings which enable Engineers to design the systems in line with prevalent standards
- Installation Trainings to ensure the systems are installed in line with the design requirements/specifications of the projects
- Maintenance Training to ensure the systems are maintained in line with established standards and manufacturer’s guidelines

Each training course is supported with up-to-date powerpoint presentations, videos of actual fire incidents, training manuals, demo units, and manufacturer’s software design packages. The successful completion of any training course is recorded by an internal attendance sheet plus Training Certificates issued to the attendees.

The Training Centre provides both theoretical as well as practical hands-on training for all internal and external trainings.

With a comprehensive range of demonstration equipments and working models of all the fire and security systems available at the facility, the training courses we offer cover the full range of Detection, Protection, Security and Telecommunications Systems, as well as trainings on the latest international design standards.

Regular training courses are conducted to continuously improve the knowledge level of the Engineering, Sales and Service Teams from the U.A.E., Qatar and Oman offices, including relevant updates about the latest technologies and products. Where further training is required by a representative of the Manufacturer, the course is coordinated and supervised by the relevant members of the Operations Team.
Quality, Health, Safety & Environment

As a business, all aspects of our operations are guided by our commitment to safeguard the key interest of our customers which is considered fundamental to the exceptional service we deliver. To ensure we retain our approval certificates, our employees in Tyco UAE, Tyco Qatar and Tyco Oman are regularly and independently audited both internally and externally to assess their performance and standards of excellence.

Further to this, we are aimed at achieving a safer workplace for everyone and consider protecting people, property and the environment of prime importance. This commitment and consistent efforts towards QHSE excellence has earned for us the recognition from most of the clients we work with – recognition for both the organization as well as for our staff.

Some of the customers who have recognized our excellence in Quality, Health, Safety and Environment include the following:

- ADNOC Group
- Bechtel
- Dolphin Energy Ltd.
- EPPCO International
- Larsen & Toubro
- Qatalum
- Siemens Engineering
- SK Engineering & Construction
- Technimont
- Tecton Engineering & Construction
Key Project Deliveries

Our commitment to total quality, technical excellence and customer satisfaction in our specialist portfolio of solutions and services to deliver value-added solutions enable Tyco Fire & Security to maintain our enviable position as a leading ‘Fire, Security and Integrated Telecommunications Provider’ throughout the Gulf States. Here are some of the milestone projects we have undertaken in various market sectors across the Middle East – proof of our unrivalled experience and the important role we play as a Total Solutions Provider to many market sectors in the region.

**Palm Jumeirah**
Integrated Fire, Security & Telecommunication Systems

**Emirates Airline**
Integrated Fire Protection & Detection Systems

**Khalifa Port**
Security Systems

**Emirates Palace Hotel**
Fire Detection, Protection & Security Systems

**Dubai Metro**
Security Systems
Clients we work for:

**OIL & GAS**
ADCO
ADGAS
ADMA-OPCO
ADNOC
BASRAH GAS COMPANY
BOROUGH
BUNDUQ
DOLPHIN ENERGY
DUBAI SUPPLY AUTHORITY
ENOC / EPPCO
FERTIL
GASCO
GAZPROM NEFT BADRA B.V
KUWAIT OIL COMPANY
LAFFAN REFINERY COMPANY LIMITED 2
MAERSK OIL QATAR
OCCIDENTAL PETROLEUM
OMAN LNG
PETROLEUM DEVELOPMENT OMAN
QAFCO
QATARGAS
QATAR FUEL (WOQOD)
QATAR PETROLEUM
RAS GAS
TAKREEF
TOTAL
ZADCO

**FINANCE / BANKING**
ABU DHABI FINANCIAL CENTRE
ABU DHABI INVESTMENT AUTHORITY
ABU DHABI INVESTMENT COUNCIL
ABU DHABI ISLAMIC BANK
AL HILAL BANK
BANK OF AMERICA
COMMERCIAL BANK OF QATAR
FIRST GULF BANK
NATIONAL BANK OF DUBAI
NATIONAL BANK OF OMAN

**POWER & WATER**
ADWEA
DEWA
FEWA
SEWA
TRANSICO
ABB
AREVA T&D (ALSTOM)
LARSEN & TOUBRO
TOSHIBA
QATAR POWER COMPANY

**LEISURE / HOTELS**
ADNEC
DUBAI WORLD TRADE CENTRE
EMIRATES PALACE
LE MERIDIEN HOTEL
JUMEIRAH INTERNATIONAL
RADISSON BLU
ROTANA HOTELS
TDIC
TORCH DOHA
W DOHA HOTEL & RESIDENCES

**INDUSTRIAL**
EMIRATES ALUMINIUM (EMAL)
DUBAI DRY DOCKS
OMAN INDIA FERTILIZER COMPANY (OMIFCO)
OMAN REFINERY COMPANY (ORPIC)
OUTOTEC
QATAR ALUMINUM (QATALUM)
QATAR STEEL
QATAR VINYL COMPANY

**EPC CONTRACTORS**
AL JABER
BECHTEL
BELLELI ENERGY S.p.A
BLACKCAT ENGINEERING
CCC
COFELY BESIX
DAEWOO
DESCON ENGINEERING
DODSAL
EMCO
ETA
FATA S.p.A
FLUOR MIDDLE EAST
GALFAR ENGINEERING & CONTRACTING
GS ENGINEERING
HYUNDAI ENGINEERING & CONSTRUCTION
HYUNDAI HEAVY INDUSTRIES
J&P
J.RAY McDERMOTT
JGC CORPORATION
LINDE
LITWIN
NPCC
PAGE EUROPA
PETROFAC
PUNJ LLOYD
SAIPEM
SALAM PETROLEUM
SAMSUNG
SEEF LIMITED
SIEMENS
SK ENGINEERING & CONSTRUCTION
SNC LAVALIN
SNAPROGETTI
TARGET ENGINEERING & CONSTRUCTION
TECNIAS REUNIDAS
TECHNIP
THALES
VOLTAS
WASEEF
ZUBLIN

**TRANSPORTATION**
ABU DHABI AIRPORTS COMPANY
ABU DHABI PORTS COMPANY
DUBAI CIVIL AVIATION
DUBAI METRO
EMIRATES AIRLINE
ETIHAD AIRWAYS
GAMECO
ROAD TRANSPORTATION AUTHORITY
SINGLE BUOY MOORINGS (SBM)

**TELECOMMUNICATIONS**
ATLAS TELECOM
DU
ETISALAT
NOKIA
OMANTEL
OOREDOO

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