SERVICE and MAINTENANCE
CAPABILITY PROFILE

QATAR • UNITED ARAB EMIRATES • OMAN

www.tycofireuae.com
INDEX

Company Profile

Mission Statement

Nature of Business

Manpower Details

Locations

Service & Maintenance

Workshop, Stores and Facilities

Training Facilities and Capabilities

Quality, Health, Safety and Environment

Strong Partnerships Built on Expertise and Trust
Company Profile

Established in 1994, **tyco Fire & Security UAE** is a joint venture between Suwaidi Engineering Group (UAE) and Tyco Fire & Integrated Solutions (UK). A specialist Fire Engineering and Contracting company, **tyco Fire & Security UAE** is the region’s leading provider of Fire Detection, Fire Protection, Safety and Security Systems.

With more than 800 trained personnel in the region, we offer design, supply, engineering, installation, testing, commissioning and maintenance services to various markets such as Oil & Gas, Commercial, Aviation, Telecommunication, Industrial, Power & Water, and Marine sectors.
Mission Statement

We are dedicated to providing total quality engineering, installation and maintenance services to our customers in the Middle East region for Fire, Security, Electrical, Mechanical, Telecommunication and Instrumentation Systems.

We will continue working hard to build long-term trusting relationships with our customers, suppliers, subcontractors and interested parties and an anticipation of our customer’s needs and expectations.

We aim for the highest standards of business excellence by employing and supporting motivated, flexible and focused staff and maintaining high levels of fairness and honesty with our suppliers and customers.
Nature of Business

**tyco Fire & Security UAE** provide all types of Fire Protection, Security & Access and Safety, Communication and Control Systems to the offshore, marine, onshore power generation, chemical, petrochemical and high hazard industrial markets, as well as the commercial market. The company undertakes the design and supply of following products and services:

- Fire & Gas Detection and Alarm Systems
- Vesda Detection Systems
- Manual Alarm Systems
- CCTV Systems
- Security Systems
- Access Control Systems
- PAVA / PAGA Systems
- Integrated Systems
- NOVEC 1230™ Gas Extinguishing System
- Water spray and Sprinkler Systems
- CO2 Systems
- Skid-mounted Fire Protection Equipment
- Fire & Safety Signage
- Training
- Fire Monitor Systems (Water and Foam)
- Foam Systems
- Integrity Testing
- Dry Powder Systems
- Water mist Systems
- Deluge Systems
- Wet and Dry Risers
- Fire Pumps
- Kitchen Hood Fire Fighting System
- INERGEN® Gas Extinguishing Systems
- FM200 Gas Extinguishing System
- Portable and Mobile Fire Extinguishers
- Graphic Display Systems
Manpower Details

Key Personnel

- General Manager : Mark Roberts
- Financial Controller : Tony Aykroyd
- Operations Manager : Nigel Millins
- Sales Manager – Oil & Gas Electrical : N. Ganesan
- Sales Manager – Oil & Gas Mechanical : D. Mahesh Kumar
- Sales Manager – Service and Maintenance : Craig Nixon
- Security Division Manager : Craig Menzies
- Commercial Manager : Lee Barwick
- Marketing & Communications Manager : Lisa Bourgoin
- Contracts Manager : Praveen Mathew
- Branch Manager (Dubai) : Hassan Hussain
- Manager (Qatar) : Basant Bardalai
- Procurement Manager : John Curran
- QA/QC Manager : Rashid Mahmood
- HSE Manager : Azad Ali
- P.R. Manager : Raed Sultan

Departments

<table>
<thead>
<tr>
<th>Department</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managers</td>
<td>16</td>
</tr>
<tr>
<td>Accounts / Purchasing</td>
<td>22</td>
</tr>
<tr>
<td>Sales</td>
<td>35</td>
</tr>
<tr>
<td>Engineering / Production / Technical</td>
<td>662</td>
</tr>
<tr>
<td>CAD / Design</td>
<td>25</td>
</tr>
<tr>
<td>QHSE</td>
<td>25</td>
</tr>
<tr>
<td>Admin Staff</td>
<td>46</td>
</tr>
</tbody>
</table>
## Locations

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Head Office</strong></td>
<td>Tyco Fire &amp; Security UAE</td>
<td>Tel. No.: (00971) 2 6777776</td>
</tr>
<tr>
<td></td>
<td>6th Floor, Bin Brook Bldg.</td>
<td>Fax No.: (00971) 2 6768746</td>
</tr>
<tr>
<td></td>
<td>Hamdan Street</td>
<td>Email: <a href="mailto:info@tycofireuae.com">info@tycofireuae.com</a></td>
</tr>
<tr>
<td></td>
<td>P.O. Box 3333</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Abu Dhabi, United Arab Emirates</td>
<td></td>
</tr>
<tr>
<td><strong>Dubai Office</strong></td>
<td>Tyco Fire &amp; Security UAE</td>
<td>Tel. No.: (00971) 4 3309600</td>
</tr>
<tr>
<td></td>
<td>Office No. 3, Al Owais Bldg.</td>
<td>Fax No.: (00971) 4 3513394</td>
</tr>
<tr>
<td></td>
<td>Oud Metha Road</td>
<td>Email: <a href="mailto:tyco_dxb@emirates.net.ae">tyco_dxb@emirates.net.ae</a></td>
</tr>
<tr>
<td></td>
<td>P.O. Box 38163</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dubai, United Arab Emirates</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel. No.: (00971) 4 3309600</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax No.: (00971) 4 3513394</td>
<td></td>
</tr>
<tr>
<td><strong>Qatar Office</strong></td>
<td>Tyco Qatar Fire &amp; Security Branch</td>
<td>Tel. No.: (00974) 4 4502680</td>
</tr>
<tr>
<td></td>
<td>Bldg. 30, Bu Rimth Street</td>
<td>Fax No.: (00974) 4 4502686</td>
</tr>
<tr>
<td></td>
<td>Abu Hamour</td>
<td></td>
</tr>
<tr>
<td></td>
<td>P.O. Box 47679</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Doha, Qatar</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel. No.: (00974) 4 4502680</td>
<td></td>
</tr>
<tr>
<td><strong>Pipe Workshop</strong></td>
<td>M-40, Plot No. 10</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mussafah Industrial Area</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel. No.: (00971) 2 5508320</td>
<td></td>
</tr>
<tr>
<td><strong>Mechanical Fabrication Facility</strong></td>
<td>M-4, Plot No. 20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mussafah Industrial Area</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel. No.: (00971) 2 5547106/5540878</td>
<td></td>
</tr>
<tr>
<td><strong>Electrical Manufacturing Workshop</strong> (Panel Build)</td>
<td>M-45, Warehouse No. 7, Plot No. 4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mussafah Industrial Area</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel. No.: (00971) 2 5509642</td>
<td></td>
</tr>
<tr>
<td><strong>Fit-Out Workshop/Fabrication &amp; Assembly</strong></td>
<td>M-45, Block No. 4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mussafah Industrial Area</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel. No.: (00971) 2 5509640</td>
<td></td>
</tr>
<tr>
<td><strong>Portable &amp; Suppression Refilling Facilities</strong></td>
<td>M-45, Warehouse No. 7, Plot No. 4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mussafah Industrial Area</td>
<td></td>
</tr>
<tr>
<td><strong>Training Centre</strong></td>
<td>M-37/45 and 46</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mussafah Industrial Area</td>
<td></td>
</tr>
<tr>
<td><strong>Tyco Stores</strong></td>
<td>M-45, Warehouse No. 7, Plot No. 4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mussafah Industrial Area</td>
<td></td>
</tr>
<tr>
<td></td>
<td>P.O. Box 3333</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Abu Dhabi, United Arab Emirates</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel. No.: (00971) 2 5509641</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax No.: (00971) 2 5509490</td>
<td></td>
</tr>
</tbody>
</table>

Our Stores, Workshop and Facilities are located at the Mussafah Industrial Area in Abu Dhabi, U.A.E. For further information about any of these facilities, please get in touch with us via the Head Office contact details mentioned above.
Service & Maintenance

Tyco Fire & Security UAE have national-based dedicated teams of Service Engineers available 24 hours a day, 365 days a year to support our customer-base.

Service Teams provide routine planned maintenance and urgent repairs. We also specialize in providing teams of Engineers who are able to carry out modifications or extensions to existing systems at short notice.

Formal maintenance contracts are tailored to meet individual needs that may range from an annual service visit to permanently manned sites. Service agreements cover all types of fixed Fire Protection and Detection Systems including Hand Extinguishers and Hose Reels. In addition, we provide system inspections, audits and confidential status reports.

SERVICES PROVIDED:

Performance of planned preventive maintenance services in line with Manufacturer’s recommendations and NFPA standard inclusive of:

- Day-to-day operation and inspection
- Weekly testing
- Monthly testing/inspection
- Quarterly testing
- Semi-annual service and testing
- Annual service
- Total responsibility management
- 24-hour call outs and emergency support services
- System modifications and extensions
- System inspections and design audits
- Training services for all systems under our product range
- Refilling of portable Fire Extinguishers as well as Gas-based Fire Suppression Systems
Workshop, Stores and Facilities

tyco Fire & Security UAE 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.

Dedicated teams of skilled personnel are assigned at these facilities. They are all equipped with the necessary technical expertise to carry out 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.
Training Facilities and Capabilities

Tyco Fire & Security UAE have established a state-of-the-art Training Centre in Mussafah, Abu Dhabi designed to facilitate the execution of internal training courses on Tyco product ranges and QHSE inductions and updates for all its sales, engineering and service personnel. External training courses are also conducted at the training centre for Tyco UAE’s clients including but not limited to distributors, partners, end-users, consultants and Civil Defense.

The various aspects covered under these trainings are as follows:

- Products and Systems Trainings to aid the sales, engineering and service personnel with the technical knowledge of Tyco UAE’s products and systems.
- 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.
- Maintenance Trainings that ensure the systems are maintained in line with prevalent standards and manufacturer’s guidelines.
The Training Center provides both theoretical as well as practical hands-on training for all internal and external trainings, and includes working models of all the Fire & Security systems under Tyco UAE’s product range. The Training Centre has a team of six senior Technical Support Engineers who each has extensive experience and knowledge of system design, installation, commissioning and servicing of the product ranges they support and train the company staff on. They conduct regular training courses to continuously improve the knowledge level of the engineering, sales and service teams as well as update the teams about the latest technologies and products.

Each training course is supported with up-to-date PowerPoint presentations, training manuals, demonstration unit, manufacturer’s software design packages, etc. The successful completion of any training course is recorded by an internal attendance sheet and training certificates are issued to the attendees.

Where further training is required by a representative of the Manufacturer, the course is coordinated and supervised by the relevant member of the Tyco UAE Technical Support Team.
Quality, Health, Safety and Environment

**Tyco Fire & Security UAE** has an Integrated Management System Manual that establishes and describes the Quality and HSE Management System implemented in the company to meet the requirements of:

- ISO 14001:2004  Environmental Management Systems
- OHSAS 18001:2007  Occupational Health and Safety Management Systems

The scope of Tyco UAE’s Integrated Management System applies to the following services that we offer to our valued customers: Design, Engineering, Supply, Installation, Commissioning and Maintenance of Fire Detection and Protection, Security, Electrical, Mechanical and Telecommunication and Instrumentation Systems.
Strong Partnerships Built on Expertise and Trust

Throughout the years, tyco Fire & Security UAE has built up long-lasting partnerships with many of the leading companies in the Middle East, providing them with exceptional service and maintenance of their Fire and Life Safety Systems.

Tyco UAE’s comprehensive maintenance service ensure that the clients’ facilities benefit from preventative actions to extend system life expectancy, spares inventory controls to reduce cost of stocking, modifications and upgrades to meet the latest standards and technology.

Our Service & Maintenance Teams strictly follow Health, Safety & Environment demands according to the latest QHSE ISO Standards. Our good reputation, outstanding service and expertise have ensured that a strong trust has been built up over the years with both our existing business relationships, as well as new clients.
Maintenance Services for Fire & Gas Detection Systems and Other Monitoring Systems
Abu Dhabi Oil Refining Company (TAKREER)

Ruwais Refinery Division, Abu Dhabi
3 Years Contract
Site-based team comprising of one Project Engineer, one Site Engineer, three Supervisors, one Planner, fifteen Technicians, two Drivers and one Admin.
Site-based total responsibility maintenance contract for the following systems:

Fire, Gas and Safety Systems Maintenance
Abu Dhabi Gas Industries Ltd. (GASCO)
Gas Processing Plant, Habshan and Bab, Asab and Ruwais, Abu Dhabi
5 years Contract
Site-based team comprising of one Project Engineer, three Supervisors, twelve Technicians, two Drivers and two Helpers.
Activities Performed: Total responsibility maintenance contract for:

Maintenance Contract for Fire & Gas and CCTV Systems
Ruwais Fertilizer Industries (FERTIL)
Fertilizer Plant, Ruwais, Abu Dhabi
1.4 years Contract
Periodic scheduled and unscheduled maintenance visits to all locations.
(Team: one Supervisor and one Technician)
Total responsibility maintenance contract for:
Maintenance Services for Safety Critical Equipment
Qatar Petroleum (QP)
Natural Gas Liquid Plant, QP NGL
3 years Contract
Site-based team comprising of one Team Leader, six Site Supervisors, ten Technicians, two Drivers/Helpers.

Maintenance Services for Fire & Gas Detection and Protection Systems
Dolphin Energy
Gas Plant, Ras Laffan, Abu Dhabi
5 years Contract
Site-based team comprising of one Engineer, two Supervisors, ten Technicians and one Planner.

Inspection, Monitoring, Testing and Reporting Services for Fire Fighting System and Safety Equipment
Abu Dhabi National Oil Company (ADNOC)
Various locations in Abu Dhabi
4 Years Contract
Site-based team comprising of one Project Engineer, three Supervisors, three Technicians and three skilled labors. Total responsibility maintenance contract for the following systems: Fire Fighting System comprising of Fire Extinguishers, LPG Alarm System, Fire Blankets, Emergency and Exit Lights and Safety inspection of all ADNOC leased and owned properties.
Inspection, Testing and Preventive Maintenance Services for Fire Suppression and Fire Fighting Systems

Abu Dhabi Marine Operating Co. (ADMA-OPCO)
ADMA OPCO and ADGAS Headquarters, Abu Dhabi
3 Years Contract


Inspection, Testing, Maintenance and Reporting of Fire Detection and Fire Suppression Systems

Bin Fardan General Contracting Company (BIFCO)
ADCO HQ, Abu Dhabi
2 Years Contract

Periodic scheduled and unscheduled maintenance visits for the following systems: Fire Suppression System comprising of Inergen System and VESDA System.

Inspection, Testing, Maintenance and Reporting of Fire Detection and Fire Suppression Systems

Bin Fardan General Contracting Company (BIFCO)
Sheikh Khalifa Energy Complex (SKEC), Abu Dhabi
2 Years Contract

Periodic scheduled and unscheduled maintenance visits for the following systems: Fire Suppression Systems comprising of Inergen System and Argonite System and VESDA System.
Maintenance Services for Fire Fighting System
Dubai Properties Group (IDAMA)
JBR, Dubai Internet City, Dubai Media City, Dubai Academic City and Knowledge Village, Dubai
1 Year
Periodic scheduled and unscheduled maintenance visits to all locations. Periodic scheduled visits for the following systems: Fire Suppression Systems comprising of FM200, Argon and Inergen, Fire Fighting Systems comprising of Fire Pumps, Sprinkler Systems, Hydrants, Hose Reels and Fire Extinguishers.

Specialist Technical Support and Maintenance Services for Fire Detection and Public Address Systems
Emirates Palace Hotel (Abu Dhabi)
3 Years Contract
Periodic scheduled and unscheduled maintenance visits for the following systems: Fire Detection System, VESDA Systems, Smoke Control System, Public Address and Voice Alarm Systems

Maintenance Services for ELV and Fire Fighting Systems
Abu Dhabi National Exhibition Company (ADNEC)
ADNEC Phase I, II, II (b), Abu Dhabi and ADNEC, Al Ain
1 Year Contract
Total Responsibility Maintenance Contract for Public Address and Voice Alarm Systems
Jumeirah International (Dubai)
Burj Al Arab and Wild Wadi Water Park, Dubai
3 Years Contract
Site-based team comprising of one Service Engineer. Total responsibility maintenance contract for the following systems: Public Address System and Voice Alarm System.

**Inspection, Monitoring, Testing and Preventive Maintenance Services for Fire Detection and Public Address Systems**
Dubai Police
Central Prison, Dubai
1 Year Contract
Site-based team comprising of one Project Engineer and three Technicians. Total responsibility maintenance contract for the following systems: Fire Detection System and Public Address System.

**Inspection, Testing, Maintenance and Reporting of Fire Suppression System**
National Bank of Dubai (NBD)
National Bank of Dubai Headquarter, Dubai
2 Years Contract
Contract for Planned Preventive Maintenance of Inergen Gas-based Fire Fighting Systems

Etisalat Facilities Management (eFM)
Various Etisalat sites in Abu Dhabi, Al Ain, Dubai,Sharjah, RAK, UAQ and Fujairah
5 Years Contract
Periodic scheduled and unscheduled maintenance visits for Inergen Fire Suppression System.

Inspection, Testing, Maintenance and Reporting of Fire Suppression System

ADNEC PJSC
ADNEC, Abu Dhabi
1 Year Contract

Contract for Planned Preventive Maintenance of Fire Suppression System

Du Telecom
DU Shelters, Dubai
1 Year
Periodic scheduled and unscheduled maintenance visits for the following systems: Novec Fire Suppression System and Fire Fighting System comprising of Fire Extinguishers.
Inspection, Testing, Maintenance and Reporting of Fire Detection, Fire Fighting and Fire Suppression Systems

National Marina Real Estate Development
Marina Mall, Abu Dhabi
1 Year Contract

Inspection, Testing, Maintenance and Reporting of Fire Detection and Fire Suppression Systems
First Gulf Bank (FGB)
All FGB Branches in the Northern Region, Abu Dhabi and Al Ain
Term: 1 Year

Maintenance Services for Fire Detection and Fire Fighting Systems
Emirates Airlines
Emirates Hangar and Engine Test Center, Dubai
1 Year Contract
Inspection, Testing, Maintenance and Reporting of
Fire Fighting and Fire Suppression Systems

Shangri La, Abu Dhabi
1 Year Contract

Inspection, Testing, Maintenance and Reporting of
Fire Suppression System
Abu Dhabi Trade Centre
Abu Dhabi Mall, Abu Dhabi
3 Years contract
Periodic scheduled and unscheduled maintenance visits of the following systems: Fire Suppression System comprising of Inergen System.

Inspection, Monitoring, Testing and Preventive Maintenance Services for
Fire Detection and Fire Fighting Systems
Tourism Development and Investment Company (TDIC)
Saadiyat Island Construction Village, Abu Dhabi
6 Months Contract