

SUNRISE SERVICES

OVERVIEW OF FACILITY MANAGEMENT COMPANY



Presentation Flow

- **Organization snapshot**
- **Key Parameters for evaluation**
- **Promoter profile**
- **Select Client list**
- **Services Offered**
- **Workflow methodology**
- **Manpower hiring / training / retention**



Organization snapshot

- **Services Offered:** Comprehensive Facility Management solutions
- **Core competency:** Housekeeping & Pantry solutions
- **Segments addressed:** Schools, Corporate, Offices, BPOs, Showrooms
Guest Houses management, Restaurants, etc
- **Present area of operation:** Delhi NCR (Offices at Noida, & Gurgaon)
- **100% compliant on all Labour certifications**
- **Complete ERP enabled back-end for salary & billing solutions**



Mission Statement

**To maintain a clean, hygienic and efficient work environment for our clients
by providing world class facility management solutions**



Services offered

Our company offers specially customized services to suit the requirements of clients. We understand client needs & expectations and provide them with a variety of solutions as under:-

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- **Housekeeping Solutions**
- **Electro – Mechanical Operation & Maintenance Services**
- **Deep Cleaning Services (One time hard Cleaning)**
- **Pest Control**
- **Horticulture Services**
- **Manpower Outsourcing**
- **Catering services**



Housekeeping Solutions

- **Regular Services**
 - Carpet vacuuming
 - Hard surface cleaning
 - Washroom cleaning & maintenance
 - Dusting / Glass cleaning
 - Common Area upkeep

- **Specialized Services**
 - Marble Polishing
 - Carpet & Upholstery Shampooing
 - Façade Cleaning
 - Turnkey deep cleaning assignments



Electrical – Mechanical operation & Maintenance services

- General Electrical Maintenance
- HVAC Systems & DG Operations
- Plumbing & Carpentry Services
- Electrical Power & UPS monitoring
- Water & Waste Management
- Fire Fighting & CCTV
- Lighting, Elevators, Escalators & HT / LT Panels Management
- BMS & AMC Management
- Operation & Maintenance of all installations, Breakdown Maintenance & Preventive Maintenance



Deep Cleaning

We have dedicated mobile teams, with vehicles, for providing deep cleaning services.

This service specifically caters to offices, home, showrooms, high-street residential, farm houses, etc, which require one time cleaning or periodic cleaning and maintenance.



Pest Control

- General Pest Control Services
- Mosquito Control Solution
- Rodent Control Solution
- Anti Termite Treatment
- General Disinfections
- Fumigation



Horticulture Services

- Ensure that the aesthetic appeal of the facility is maintained
- Maintenance and upkeep of potted plants
- Watering of both potted and garden plants
- Regular cutting of the grass
- Application of manure and rich soil on a periodic basis
- Planting of seasonal flowers
- Trimming of the bushes
- Spraying of pesticides in case of any plant disease
- Ensuring the removal of falling leaves from the facility



Manpower Outsourcing

We also offer staffing solutions by providing clients with manpower, on our payrolls. Selection & recruitment of such manpower is processed after receiving the specific requirements from the client.



Catering Services

- Provides lunch, break fast and dinner in-house for the employees in organization if the required number is sufficient.
- Takes order for Party and function.
- Manages the Guest House and Resorts



Operation Workflow





Manpower Hiring

- First month at new site will have 50% pilot set-up team drawn from existing sites
- Hiring of HK staff from areas with geographical proximity to site with following verifications
 - Employee ID, education proof and residence verification
 - Police verification, if required by client
 - Proof of previous employment
 - Health checks
- Hire from references of existing manpower pool
- Identify some key performers from existing pool & relocate to new site



Manpower Training & Retention

- Regular training schedules are planned and scheduled subsequent to client concurrence as follows:
 - Soft skills training on grooming, uniform, etc
 - Training on hygiene, health and safety, waste disposal
 - Training on chemicals & consumables (with Johnson Diversey trainers)
 - Training on machinery & cleaning tools usage (in-house trainers & Eureka Forbes trainers)
- All such training conducted is documented at site

- Monetary Incentivisation schemes are introduced for categories like “Full attendance”, “Best Worker”, etc. This initiative has been most effective in minimizing absenteeism problems at our existing sites



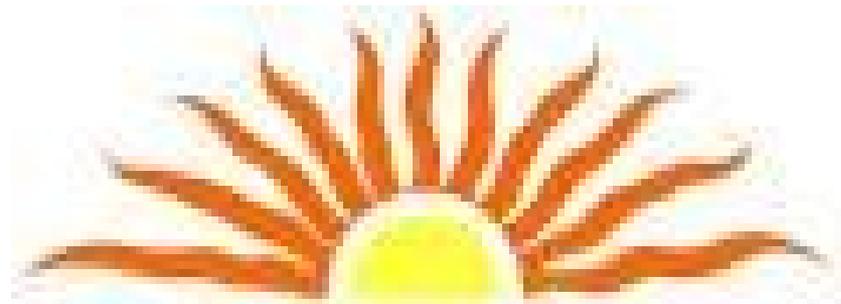
Deployment Scheduling

- Manpower deployment will be done in concurrence with client for effective output
- Work flow charts will be prepared & explained shift-wise
- Dedicated account manager, with overall accountability, to be oversee site operations as interface
- Turnkey assignments like carpet shampooing schedules / chair upholstery cleaning / floor polishing / blinds cleaning, etc to be planned & scheduled in concurrence with client



Customer Service

- Documented process for client feedback via site-inspection reports
- Reports taken fortnightly for all sites by respective operation managers
- Service complaints / issues recorded and addressed as per documented process
- Escalation matrix established as per site & client requirements
- Fortnightly / monthly review meetings with client on operations



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THANK YOU

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