



First in the Race

EFS is becoming a force to reckon with in the FM industry. Group CEO Tariq Chauhan outlines the winning strategy that indicates the brand's sky high ambitions.

How has the year 2016 been for EFS? Did you achieve any specific milestones?

In 2016, our ongoing contracts backlog exceeded AED 3.5 billion for the first time. Our workforce expanded to span more than 15,000 skilled and experienced personnel globally. We also achieved an industry leading 97% contract retention and now manage more than 300 million sq. ft. of built up space for more than 300 clients spanning diverse sectors, including integrated workspaces, banking, master communities, education, public sector entities, hospitality, residential, retail, oil & gas, retail, healthcare, mixed use developments, and industrial facilities. We also launched a dedicated managed security services with a consistent and sustained track record in the U.A.E.

We were declared the Leading FM Company of the Year at the 2016 Construction Innovation Awards, GCC Best Employer 2016-2017 by World Sustainability Organization and were also ranked number 10 on the list of Top

Indian Leaders in Arab World by Forbes Middle East.

What were some of the key contracts that you bagged last year and in the first half of this year?

We secured prestigious contracts worth AED 200 million from Schlumberger and AED 450 million for a large governmental entity based in Abu Dhabi and Al Ain in 2016. We also started 2017 on a strong note by securing multiple contracts across the U.A.E. and Qatar for a combined value of AED 450 million.

What is the scope of facilities management in the U.A.E. and the wider Gulf and how is EFS tapping into this potential?

As per our estimates, the GCC FM market is currently valued at \$100 billion, and is predicted to grow at CAGR growth of 15%. The U.A.E. FM market is currently valued at around \$30 billion, driven primarily by an expanding construction pipeline (influenced by Expo

2020), efforts to diversify and a growing appreciation for quality FM services as a key component in ensuring real estate assets' long term value appreciation.

EFS has been at the forefront of pioneering and introducing cutting edge technologies to expand the role of FM services into Specialized and Integrated Engineering services, tapping into our considerable regional network to raise awareness about the savings and cost benefits that clients can derive from modern technology backed FM services.

Will you be expanding into new markets this year or will you be focusing on your key markets?

We are concentrating on consolidating our market share in our key markets like the U.A.E., KSA, Qatar, Egypt, and India, as well further expand our presence in Africa. Our main goal is to build robust successful operations models that can create efficient operational structures and mechanisms that help generate value and savings for our clients and partners.