



IN FOCUS
**EFS Bahrain and the
Bahrain Financial
Harbour Masterplan**

Industry**ME**



What are the challenges for the maintenance and management of the BFH, due to its proximity to the harbour and the highway? How is the building impacted by humidity, moisture, dust, and smoke/pollution?

EFS Bahrain was formed in 2010 by EFS Group with Bahrain Financial Harbour Holding Company B.S.C.(c), the Bahrain Financial Harbour masterplan developer, and Financial Center Development Company B.S.C.(c), the developer and owner of the Harbour Towers and the Harbour Gate property, specifically to provide professionally managed FM services to the BFH masterplan as a whole and to the Harbour Towers and the Harbour Gate property in particular as well as to other leading corporate occupiers and other property owners in the Kingdom of Bahrain.

The two 52-storey 100,000 sqm office buildings known as Harbour Towers - East and West, plus the 25,000 sq m commercial centre known as Harbour Gate form an iconic gateway

to the Bahrain Financial Harbour masterplan.

As the tallest structure in Bahrain, Harbour Towers are affected by high north-westerly winds coming straight off the Arabian Gulf which average anywhere between 29 and 63 knots throughout the year. Bahrain is an outstanding country but the winds which affect the island cause 'dust haze' which can impact not only the façade of the buildings but also increases the challenge of maintaining filters on air conditioning systems and internal cleaning, in particular in foyers and entrances.

Working closely with our client Financial Center Development Company B.S.C.(c), EFS has put in place predictive maintenance routines and robust rectification systems to ensure the property is maintained to the highest standards expected of a Grade A office building. Planning aside, the key to success for EFS is our flexibility to adjust routines and process to meet the changing needs of a dynamic luxury estate, despite the perennial windy and dusty conditions.



What is EFS' scope of work on Harbour Towers and Harbour Gate? What are the main areas managed by EFS for the BFH?

EFS Bahrain provides total facilities management (TFM) services across the BFH masterplan estate and the Harbour Towers and Harbour Gate property. This includes cradle to grave management of the entire facilities and operations in addition to tenant fit out and project management.

In the last 2 years particularly, EFS has worked closely with our client to enhance both the facilities and experience of all tenants and visitors. This has included the provision of Guest Service Officers, hospitality services, event management, special project management and enhanced health & safety systems.

How many personnel has EFS deployed on site? How does EFS oversee the co-ordination between its teams and the visitors/tenants?

EFS directly employ 46 people to support the estate, but also directly manage a large number of sub-contractors. An essential ingredient to our service deliver model is our Guest Service ethos. Our front of house team of Concierge and Guest Service Officers (GSO's) are the front line to meet and greet every tenant and visitor

to Harbour Towers, controlling access and egress with a smile!

Our engineering and soft service teams also work closely with all occupants to ensure the overall experience meets their expectations and the highest standards. Cooling and water distribution, cleaning and security are all managed by the EFS team.

What are some of the underappreciated complications of maintaining high rise buildings? How does EFS overcome these?

The greatest challenges in all high rise buildings are usually those that pose the greatest risk. Fire safety, security and vertical transportation are all central challenges in high rise occupancy, but equally is the maintenance and distribution of internal chilled water and cooling, particularly in the Middle East where external temperatures and humidity are some of the highest recorded globally.

All engineers and technicians are directly employed by EFS and all sub-contractors are managed using strict service level agreements and measured key performance indicators (KPI's). In doing so, EFS can ensure a level and quality of service delivery anticipated by all occupants and can work with internal teams and sub-contractors to investigate improvement opportunities.

We are fortunate to work with a proactive client, tenants and Civil Defence in Bahrain. EFS strives to continually improve evacuation systems and processes which culminate in regular full scale coordinated evacuation of Harbour Towers. This is monitored by Civil Defence and improvement strategies identified post exercise. Continuous improvement is essential as it ensures the life safety of all occupants and ensures we can evacuate the buildings in a controlled manner.

The safety, security and well-being of all tenants is both central and critical to the overall service delivery philosophy of the estate.

What kind of benefits has EFS been able to deliver/share with your client, since their deployment on site?

EFS provides its many corporate occupier and building owners professional management and international best practice, in particular through systems and procedures. EFS are in the fortunate position to have a presence in 20 countries and with an FM employee pool of over 15,000 people. This coupled with 17 years of Middle East experience in every business discipline means Harbour Towers and Harbour Gate as well as the other properties within the BFH masterplan benefit from extensive intellectual property and experience.

EFS Bahrain and EFS Group operate on foundation principals of prudence, deliverance and sustainability. This is disseminated through every aspect of our business and challenged locally and globally. This differentiates us from our competitors and cuts us apart from the pack.

How does EFS interface with the existing BMS systems? What kind of technology/innovation has EFS introduced on site?

NA / FCDC use their own CAFM system 'Tally' which EFS operate and feed into.

However, the philosophy in moving from security officers to Guest Service Officers has been the innovation with the greatest impact across the estate. The paradigm shift from traditional manned guarding to the current Guest Service delivery model has made a significant impact to all tenants and visitors. The visual image and communication skills of GSO's enhance the overall professionalism that Harbour Towers deliver daily, and as ambassadors for the estate the GSO's are first and last impression of EFS in our service delivery.



What are the chief takeaways for EFS from the project?

Communication between our client and EFS is the critical success factor. This has become an essential ingredient of our relationship and has ensured a clear understanding of client needs, tenants requirements and drives the flexible approach to service delivery. Clear and regular communication has created a true partnership rather than a master and servant relationship, and allows both parties to be comfortable in discussing strategy for the estate to support growth and enhance service delivery.

What is the relevance of the BFH project for EFS' long term plans in Bahrain? What kind of potential does EFS see in the Bahrain market? Where does EFS see future demand for its services arising in Bahrain?

Harbour Towers is the premier destination for corporate and other occupiers looking for Grade A offices in the Kingdom of Bahrain. EFS provides an outstanding service delivery within an iconic estate which is a reference point for business development in Kingdom.

As Facilities Management continues to mature across the Middle East, EFS Bahrain will see growth from prospective clients who wish to ensure both risk mitigation and the application of international standards. With intellectual property across numerous industries and a support network in 20 countries, clients will get a 'local-global' delivery of TFM services.

The 2017/18 forecast for Bahrain continues to look promising. With \$32 billion in projects set to drive economic growth there is a real air of opportunity in the Kingdom. New malls, the biggest IKEA in the Middle East and high end residential communities will continue to attract new residents, visitors and internal/ external investment. EFS Bahrain is well positioned to support modern and sophisticated buildings to ensure quality service delivery and long term asset preservation.



What feedback has EFS received from its client on this project? How does the company manage its client relations?

"Both the Bahrain Financial Harbour masterplan estate and the Harbour Towers and Harbour Gate property have benefited from EFS's professional approach to the provision of FM services and management of our assets.

We have been able to develop a close relationship with EFS' local staff who to all intent and purposes provide an 'in-house' FM service. We have also benefitted from personnel continuity so that there is history with the property and its client(s) / customers which has enabled strong relationships and personal responsibility to be developed across the whole FM team.

EFS' professional and collaborative approach is the main reason why the property operates and works efficiently"

*- Mr. Angus Campbell
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