How United Services
Maintaining and improving your facilities
Enhancing your facilities

The role of facilities management is to enhance a building, reduce its maintenance costs and protect its asset value. At How United Services, this is our core capability. Our local knowledge and expertise enables us to develop a customer focused approach that is flexible to your needs.

At every stage of the property lifecycle we deliver services that are tailored to your needs. From managing your utilities to ensuring your facilities are clean, safe and secure, every minute, every hour and every day of the year.

How United Services is a joint venture between Al Darwish United Co. and Interserve, a UK based £1.9 billion construction and support services company, employing 50,000 people worldwide.

Our professionally delivered services:

- align local facilities with international standards
- commit to sustainable building design and maintenance
- support the built environment’s needs 24/7
- provide a customer focused approach
Driving value through your property

Our people are our greatest asset and are at the heart of our business. We recognise our employees are fundamental in delivering services. From delivering strategy to services, our teams are aligned to your requirements and are committed to delivering these services to the highest quality. Every day our people are encouraged to ‘live our values’ adding passion and enthusiasm to everything they do:

- integrity
- innovation
- investing in our people
- individual responsibility
- in partnership
Whole life approach

We offer a strategic solution that will bring down the whole life cost and increase the rate of return for your asset. Our experience at every stage of the asset lifecycle enables us to offer a solution that is tailored to your requirements.

We understand our clients are always looking to improve, to reduce their costs and improve the quality of their estate. This is why we utilise a range of core systems to ensure effective and well-managed services from day one.

Build

We provide whole-life, sustainable solutions for building and infrastructure projects, from business case through design, procurement and construction into on-going aftercare. We create the physical assets that underpin the fabric of society.

Consult

We offer advice across a range of professional services, using the expertise and knowledge we have gained from working in live environments.

We can help shape client strategies and offer solutions which we know will work in practice and will achieve the best possible outcome for your investment spend.

Leaving you free to focus
Support and maintain

The operation and maintenance costs of a building are three times that of the cost of building.

Facilities management can effectively manage and reduce these ongoing costs through better maintenance programmes, accredited performance processes and management of risk and ongoing energy and utilities costs.

We provide a best fit facilities management solution, that provides best value and is continuously benchmarked to drive improvement and delivered to agreed service levels, ensuring you always receive the most appropriate and professionally delivered services.

From security to cleaning, we work to ensure your facilities are maintained to the highest standards.

- reducing the cost of facilities
- driving value through efficiencies
- health and safety enhancement
- embedding sustainability
- improving performance levels
- accountable management
- certainty of delivery
- trained in-house labour
- lifecycle costing
- local knowledge

Services

Our people are our most important asset. They drive the customer service you receive on a daily basis.

- mechanical and electrical
- plumbing and utilities
- energy management
- asset management
- security and reception
- building maintenance
- office services
- equipment maintenance
- cleaning services
- grounds maintenance
- refurbishment and projects

on your core business...
We have extensive experience delivering services in a range of environments. These include airports, office towers, high-rise buildings, electrical sub-stations, petrochemical facilities and banking and commercial services.

Our clients include: Qatar Airways, Qatar Petroleum, Doha International Airport, Overseas Bechtel Incorporated, Siemens, ABB and the British Embassy.
Our customer focused teams are flexible and responsive to the demands of the ever-changing airport environment.

Aviation

We support clients and offer unequalled knowledge and expertise on the extraction, refining, storage and distribution of oil and gas.

Oil and gas

We are committed to delivering tailored retail services to the retail sector, expertly managing a wide range of retail environments.

Retail

We provide safe and productive working environments that allow our clients to focus on their core business operations.

Commercial

We deliver a range of support services to meet the ever-changing demands of the modern military environment, every day of the year.

Defence

We ensure the right environment for learning achievement and continual improvement for pupils and teachers alike.

Education

We provide total support at every stage of the patient’s journey to help ensure they feel comfortable, cared for and safe.

Health

Our customer focused teams are flexible and responsive to the demands of the ever-changing airport environment.

Aviation

We offer an unparalleled range of industrial specific services that can be delivered on project, outage, shutdown or maintenance projects.

Industrial

We ensure the right environment for learning achievement and continual improvement for pupils and teachers alike.

Education

We provide total support at every stage of the patient’s journey to help ensure they feel comfortable, cared for and safe.

Health
Sustainable performance

We are focused on providing a sustainable business, fulfilling our commitments to our shareholders, customers, employees and the communities within which we work.

The social, economic and environmental aspects of how we live and work need to be considered with the aim of minimising negative effects in these areas, improving the performance of your assets and ultimately generating a sustainable environment for all.

Our formal approach to sustainability, RENEWABLES, provides a framework through which we address and manage social, economical and environmental issues under 10 key areas.
Through these priority areas we implement measures that reduce waste, energy and pollution and increase the level of recycling generated by your buildings.

This sustainable workplace model provides our customers with a whole life approach. Covering everything from conducting carbon footprint analyses, to the procurement of more sustainable materials and ecologically-sound chemicals, and from using more sustainable energy sources, to implementing behavioural change programmes which influence employees attitudes and encourage sustainable practices.
Working in partnership

Choosing a new service partner can be risk. Our extensive understanding of working in a range of environments and for a range of clients ensures we are the trusted partner in delivering support services. Our experience includes:

**Defence**

**Defence Estates** - providing estates management to 1% of the UK landmass and globally in Cyprus, Falklands and Ascension Islands

**Health**

**National Health Service** - total facilities management from portering and catering to maintenance and domestics across 8 hospitals, including University College London Hospital, one of the largest clinical research institutions in Europe

**Retail**

**Prudential Property Investment Managers** - working in partnership to strategically and operationally manage 11 retail destinations and over 6 million square feet of retail space across the UK

**Government**

**Foreign & Commonwealth Office** - providing facilities management to their UK estate and 14 diplomatic missions in Europe, across 450 sites including embassies, official residencies and staff accommodation across 224,861m² of property

**Commercial**

**CB Richard Ellis** - providing integrated facilities services to 40 commercial properties such as shopping centres, offices, business parks and retail parks in the UK
developed for you