



LOYAL FORCE GROUP



Customer

We are in the business of not only pleasing our customers but also exceeding their expectations.

Quality

We must take pride in everything we do. From our people, to our service and in our relationships with business partners and our community is our signature.

Ethical Sourcing

We at Loyal Force Group are committed to maintaining the highest level of integrity and honesty throughout all aspects of our business, and strive to ensure that our business associates, including vendors and suppliers, share our commitment to socially responsible employment conditions.

Our Strengths:

- ▶ Highly qualified, competent and experienced personnel.
- ▶ Good in-house training programmes have produced credible staff
- ▶ Better logistical support
- ▶ Quality Management
- ▶ Best Business practices
- ▶ Committed and competent workforce Continuous enhancement of skill sets
- ▶ Approved by relevant government bodies Best of breed professionals
- ▶ Competitive pricing
- ▶ 24/7 customer care and support
- ▶ Mobile tracking system
- ▶ Energy audit
- ▶ Free patrolling for security service
- ▶ Effective mobilization of resources



Management

We as a Loyal Force Security & Cleaning Services, will be committed to security & cleaning services that will meet the requirements of all our customers. We will be having a total quality system on place that will ensure that:

The staff is properly recruited as per the highest standard.

The staff is adequately trained to meet the requirements of customers.

To ensure that the processes continuously improve to meet the changing needs of our customers.

Strict internal audits and corrective action plan as per the situation.

Due to our total quality commitment the customers would benefit the following:

- ▶ Consistent quality of service
- ▶ Increased satisfaction
- ▶ Constant evaluation of service level
- ▶ Up to date feedback to customers
- ▶ Compliance with job description

24 Hrs Command & Control System:

Appreciating the protection and service approach of security and customer services into consideration we established a 24 Hrs Command & Control Centre. Command Centre is equipped with CCTV, Alarm System, Computer, Fax and direct telephone line. Our command centre manned round the clock by experienced control room officer, to assist customer and employees. Control room officer will provide rapid service to all our customers through mobile patrols & Emergency response team, Operations & Management.

Our Clients



Our Services



Cleaning Services

To provide the highest possible standards of service to suit the requirements of our customer's needs.

Quality Control: To provide a Quality Control System, which reflects exactly each client's specification and requirements.

Quality Assurance means that we understand your requirements and put the necessary checks and procedures in place to make sure these are adhered to.

Our Quality Policy & Objective helps us achieve the lowest possible defects record in fulfilling our client's contractual requirements. Maintaining these is imperative to maintaining standards and continuing toward excellence in our quality cleaning services.

Quality Control Process allows us to record and establish that the agreed cleaning standards are being achieved and constantly maintained, such as minimum frequencies for contract performance inspections.

Our Quality System should revolve around visual checks (daily), area checks (weekly) and fully documented checks (monthly). Formal meetings on a monthly basis between the client and ourselves, assesses the true perception of the service being offered.

Customer Satisfaction is of course will be our ultimate quality check. We are therefore committed to a program of continuous improvement, which provides a clean, safe environment for all.

Security Services

- ▶ Our security officers are alert during the duty period as they are responsible for anything that happens due to their carelessness – and they will be fined for the damages or face serious consequences.
- ▶ The Guards will check I.D. of any personnel entering the premises. Give visitors I.D. to any visitors wanting to enter the premises and withhold their Civil I.D. until return.
- ▶ They will not allow any items or goods inside without a written permission from the working administration or to whom the guards are directly answerable.
- ▶ Guards will not withhold any information and will inform the responsible authority in case of emergency.
- ▶ All emergency numbers will be available with the guards at all times in case of emergency. The guards will make sure that the responsible Person / authority is contacted.
- ▶ In any emergency case the guards will take care that there is no person on the site – everyone has to be evacuated. Guards will not meddle with any evidence in case of theft / illegal activity until the police / concerned authority arrives.





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