

Case Study

Tourist Development & Investment Company (TDIC)

Khalifa Park Portfolio, Abu Dhabi UAE Integrated Facilities Management Operations

Green File

The introduction of shutdown timers on more than 170 split cycle air-conditioning systems has reduced energy consumption by more than 60 per cent.

Units were previously left running 24 hours a day.



Locations

Khalifa Park and Saadiyat Island, Abu Dhabi, United Arab Emirates

Client

Tourist Development & Investment Company

Value

AED \$5.7 Million per annum

Project Timeframe

1 year with options for future years

Contract Type

Alliance

Referee

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Background

Thiess Services client, TDIC (Tourism Development Investment Company), is based in Abu Dhabi, United Arab Emirates. TDIC is a sovereign backed property developer of tourism based projects throughout Abu Dhabi. Their extensive portfolio of projects includes iconic developments such as the St Regis Hotel, Gary Player Golf Course, Guggenheim, and Louvre museums which are all incorporated within the Saadiyat Island Master Development. Saadiyat Island will also include more than 40,000 residential dwellings when completed in 2018.

Thiess Services Middle East currently has six major projects underway with TDIC spanning Facilities Management, Waste Services, FM Design Review Services, MAXIMO asset management system and maintenance and operations. Facilities include the TDIC Headquarters, senior and junior staff accommodation, Saadiyat Island Project Offices and the AECOM Building.

The Khalifa Park Facilities Management project was the first TDIC project commenced by TSME in May 2008. Khalifa Park is the home of the TDIC temporary headquarters and delivery building. TSME support TDIC by providing teams of multi skilled technicians with a skills base ranging from carpenters and decorators, to high voltage engineers providing 24/7 response to any situations.

TSME provides TDIC with a one stop shop for the entire management of these premises through the delivery of the following services:

- FM Helpdesk and intranet site to receive and respond to all building faults and related issues
- Provision of a team of 12 specialist maintenance staff, including plumbers, electricians, air-conditioning technicians and carpenters who perform reactive and programmed maintenance on the building, infrastructure and grounds



Saadiyat Island

- 24 hour mobile MEP support including A/C
- Management of all specialist subcontractors visiting the site
- Site security and fire system
- Landscaping
- Cleaning and pest control
- Materials and spare parts management
- Management of all service provision and programmed maintenance through MAXIMO

Since commencing operations, TSME has responded to more than 1000 service requests at the Khalifa Park Complex and exceeded all KPI's applicable to the project.

Challenges

Thiess Services has successfully implemented a quality management system and comprehensive workplace safety procedures that ensures a safe working environment for our staff, contractors, TDIC and visitors to the premises.

Unusual features

Managing our service response times through the month of Ramadan, when work hours are restricted to six hours per day. These constraints were overcome by working in conjunction with the small team on site to prioritise service requests and develop a second work shift during Ramadan.

Innovations

Thiess Services Middle East has implemented an asset management system to provide an enhanced value added feature to the FM services. This tool, along with other Thiess Services asset management procedures, provides TDIC with a wealth of information to effectively manage the asset life cycle costs and asset replacement costs.

Future plans for the asset management system include integration with other functional systems and implementation of a Fleet Management module. This will further enhance real time information available to TDIC not only within the FM division but also on their fleet, which includes motor vehicles, marine craft and aircraft.

The Thiess Services Middle East FM Team continually strives to achieve cost savings by monitoring utility and other supplier costs. A recent example of cost saving is where time-clocks have been deployed on more than 200 air conditioning systems, resulting in a 46 per cent reduction in run time and prolonging the life of the equipment.

OHSE

The Khalifa Park FM project has been LTI free since its inception. More than 20,000 man hours have been worked on the project to date and safety incentive awards marking the 200 day LTI free milestone were held at the Abu Dhabi site during a staff BBQ.

This inclusive approach to driving a culture of safety first into the team continues to be a refreshing phenomenon to the personnel on the project, who have not experienced such behavior with previous employers.