Welcome to the MEFMA 5 Year Anniversary Report.

It gives us great pleasure to share with you MEFMA’s 5 year achievements and many milestones. Looking back on some of the topics it is easy to see the incredible growth the industry has seen throughout the GCC.

In a short period of time we have witnessed the natural expansion of the facility management sector throughout this burgeoning region and we are delighted that we could facilitate this as a joint effort with you all.

The next few pages will be a pleasant and rewarding walk down memory lane for many of you, I do hope you enjoy it.

Thank you!
The MEFMA Team!
MEFMA is launched

- MEFMA participates at FM EXPO
- Board Meeting organized
- 1st Suhoor organised by MEFMA
- 4 Industry Focus Groups
- Networking Event: FM Related Strategy (Focus Group) Event
- Awareness into FM Conference: Open Day

2009

2009

2009

ON THE MAP (2009 - 2010)

27
NEW MEMBER COMPANIES

35
NEW INDIVIDUAL MEMBERS

1
CONFERENCE

3
NETWORKING EVENTS

1ST SUHOOR ORGANIZED
INDUSTRY FOCUS GROUPS SETUP
1ST EVER PARTICIPATION IN FM EXPO
SEPTEMBER 2009

RERA see the need for an industry association for the facility management sector and launch MEFMA

MEFMA’s board are elected

MAY 2010

MEFMA’s first public appearance at FM EXPO:
- Signed first 5 members: Imdaad & Maximo E Solutions as Founding Members, and Farnek, ISTA & Berkeley Solutions as Corporate Members
- HE Sultan Bin Butti, the Director General of the Land Department opens the show

SEPTEMBER 2010

4 Focus Groups are formed with participation from industry leaders
- Service charge calculation
- Energy Management in Tall buildings
- Initial Owner Association Manager / Facility Management Related Strategy Findings Report
- The Initial Home Owner Inspection Strategy - Owner’s Property Checklist at Handover Report Findings

AUGUST 2010

1st August: Sinead Smith is hired to run MEFMA
- A free office is provided by DREI in healthcare city
- Industry organizations begin to join as members

First Suhoor hosted by MEFMA for Industry members
- 140+ Attendees

NOVEMBER 2010

Networking Event in Dubai
- FM Related Strategy (Focus Group)

1st Awareness into FM conference, Qatar Open Day
- Takes place 2 weeks before the announcement of Qatar winning the bid to host FIFA World Cup 2022
- Waseef, founding member sponsors the event
- Transfield Manni signs as the second founding member in Qatar during the event
- Marwan Bin Gulaitha, CEO of RERA, opens the conference and talks about the importance of FM
YEAR IN FOCUS (2011)

ON THE MAP (2011)

47 NEW MEMBER COMPANIES

147 NEW INDIVIDUAL MEMBERS

1 CONFERENCE

6 NETWORKING EVENTS

5 TA’ASEESY COURSES

96 STUDENTS

- Membership of Global FM
- Networking Event: Energy Management in tall buildings
- Awareness Event: MEFMA Abu Dhabi Open Day

- Networking Event: Service Charge Calculation Strategy (Focus Group)

- Networking Event: Sustainability in Operation

- Ta’aseesy Course
- Networking Event: Facility Management Related Strategy (Focus Group)

- Ta’aseesy Course
- Networking Event: World FM Day Celebration

- MEFMA participates at IFMA World Workplace Freedom Conference

- Networking Event: FM Guidance for Design Teams MEFMA Focus Group

- Ta’aseesy Course
- Networking Event: Qatar Focus Group

WORLD FM DAY CELEBRATION

MEFMA BECOMES MEMBER OF GLOBAL FM

MEFMA PARTICIPATES AT IFMA WORLD WORKPLACE FREEDOM CONFERENCE

NEW MEMBER COMPANIES

NEW INDIVIDUAL MEMBERS

CONFERENCE

NETWORKING EVENTS

TA’ASEESY COURSES

STUDENTS
JANUARY 2011

MEFMA becomes a member of Global FM
• 2 board members are allocated seats on the global FM board, Ali Al Suwaidi and Ahmad Hussain

Networking Event in Dubai
• Energy Management in tall buildings

Awareness into FM Conference in Abu Dhabi
• Sponsored by Khidmah, Marwan Bin Gulaltha, CEO of RERA opens the event again

FEBRUARY 2011

Networking Event in Dubai
• Service Charge Calculation Strategy (Focus Group)

MARCH 2011

Networking Event in Dubai
• Sustainability in Operation

APRIL 2011

1st Ta’aseesy Course in Dubai
• 29 students

Reports are released from the Focus Groups
• Service charge calculation report
• Checklist at the handover stage
• Owner association FM related strategy

JUNE 2011

Ta’aseesy Course in Dubai
• 26 students

World FM Day Celebration

JULY 2011

Ta’aseesy Course in Dubai
• 21 students

Networking Event, Dubai
• Facility Management related Strategy

SEPTEMBER 2011

Ta’aseesy Course in Dubai
• 15 students

Networking Event, Dubai

OCTOBER 2011

MEFMA participates at IFMA World Workplace Freedom Conference
• Ali Al Suwaidi and Sinead Smith travel to IFMA World Workplace Freedom Conference in Phoenix, US and Global FM annual Board Meeting

NOVEMBER 2011

Networking Event in Dubai
• FM Guidance for Design Teams

DECEMBER 2011

Ta’aseesy Course in Dubai
• 26 students

Networking Event in Doha, Qatar
• Qatar Focus Group
YEAR IN FOCUS (2012)

ON THE MAP (2012)

75
NEW MEMBER COMPANIES

228
NEW INDIVIDUAL MEMBERS

1
CONFERENCE

5
NETWORKING EVENTS

1
WORKSHOP

8
TA’ASEESY COURSES

164
STUDENTS

1ST CONFEX ORGANIZED

WORLD FM DAY CELEBRATION WITH GALA DINNER IN DUBAI AND QATAR

JAN
- Ta’aseesy Course

MAR
- Ta’aseesy Course
- CONFEX 2012: The Middle East - the new economy
- Workshop: Global FM Workshop at CONFEX

APR
- Ta’aseesy Course
- Networking Event: Sustainability in FM

MAY
- Ta’aseesy Course
- Networking Event: Qatar Focus Group

JUL
- Ta’aseesy Course
- Workshops: Writing Reports & Proposals, Customer Service for ADNOC

JUN
- Ta’aseesy Course
- World FM Day

SEP
- Ta’aseesy Course
- Networking Event: Understanding our clients - challenges in working towards sustainable solutions

OCT
- Writing Reports & Proposals Course
- PASMA Course
- Networking Event: Regulation of the FM Industry
- Awareness into FM Conference

NOV
- Ta’aseesy Course
- PASMA Course for Khidmah employees
- Networking Event: FM ‘Value Add’ in the UAE

DEC
- MEFMA becomes a member of IPAF
- PASMA course for Dalkia
- Training centre logo developed

YEAR IN FOCUS (2012)
<table>
<thead>
<tr>
<th>MONTH</th>
<th>EVENT DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>JANUARY 2012</td>
<td>1st Ta’aseesy Course in Qatar • 19 students</td>
</tr>
<tr>
<td>MARCH 2012</td>
<td>CONFEX 2012: The Middle East - the new economy • Opened by Spiderman &amp; Donald Trump</td>
</tr>
</tbody>
</table>
| APRIL 2012 | Ta’aseesy Course in Dubai • 24 students  
Ta’aseesy Course in Qatar • 18 students  
Networking Event in Dubai • Sustainability in FM |
| MAY 2012 | Networking Event in Qatar • Qatar Focus Group |
| JUNE 2012 | Ta’aseesy Course is organized in Dubai for Cofely Besix employees • 10 students  
World FM Day Event is celebrated in Dubai • Gala Dinner |
| JULY 2012 | Customer Service Course for ADNOC in Abu Dhabi • 19 students  
Writing Reports & Proposals Course in Dubai • 14 students |
| SEPTEMBER 2012 | Ta’aseesy Course in Dubai • 27 students  
Ta’aseesy Course in Qatar • 24 students  
Networking Event in Abu Dhabi • Understanding our clients - challenges in working towards sustainable solutions |
| OCTOBER 2012 | Awareness into FM conference Riyadh, KSA • 100 participants |
| NOVEMBER 2012 | MEFMA develops Training Center brand identity  
MEFMA becomes training center for IPAF  
PASMA Course for MAF Dalkia in Dubai • 30 students |
| DECEMBER 2012 | Ta’aseesy Course in Dubai • 17 students  
PASMA Course for Khidmah employees in Abu Dhabi • 19 students  
Networking Event in Abu Dhabi • FM ‘Value Add’ in the UAE |
JANUARY 2013

Ta’aseesy Course in Dubai
• 11 students

Networking Event in Dubai
• The challenges of planned contracts & payment terms

FEBRUARY 2013

Ta’aseesy Course in Kuwait for Kharafi National employees
• 20 students

PASMA Course for Imdaad employees in Dubai
• 6 students

PASMA Course, Dubai, 2013

MARCH 2013

Networking Event in Dubai
• Moving from an Industrial Revolution to a Sustainability Revolution (EGBC)

Muhtarif Course in Dubai
• 16 students

APRIL 2013

Networking Event in Dubai
• “Keeping Water Moving” - MOOSA-DALY

Networking Event in Riyadh
• Finding sustainable solutions in Facilities & property management operations - Riyadh

Ta’aseesy Course for Idama employees in Dubai
• 24 students

Pre-CONFEX Workshop
2nd edition of CONFEX is organized in Dubai
• 350 participants
MAY 2013

Ta’aseesy Course in Dubai
• 27 students

PASMA Course for MAF Dalkia in Dubai

Networking Event in Qatar
• Contributing to FM Awareness

Awareness into FM conference Kuwait
• 170 participants

JUNE 2013

Ta’aseesy Course in Kuwait for UFM employees in Arabic
• 24 students

Ta’aseesy Course in Qatar
• 11 students

PASMA Course for ATS Group in Dubai
• 5 students

PASMA Course for Wood Group in Abu Dhabi
• 10 students

Networking Event in Jeddah, KSA
• Finding sustainable solutions in Facilities & property management operations

Networking Event, in Oman
• FM in Oman: Responding to maturing market indicators

AUGUST 2013

PASMA Course for MAF Dalkia in Abu Dhabi
• 14 students

SEPTEMBER 2013

Networking Event in Dubai
• In partnership with EGBC
• Excellent Lighting, Saving Energy

Networking Event in Kuwait
• FM challenges in Kuwait

Ta’aseesy Course in Dubai
• 18 students

Ta’aseesy Course in Abu Dhabi in Arabic
• 25 students

OCTOBER 2013

PASMA Course for ADNH Compass, Dubai
• 4 students

PASMA Course for Al Laith in Dubai
• 4 students

NOVEMBER 2013

Networking Event in Dubai
• By CREDO & IDAMA

Networking Event in Qatar
• In partnership with QGBC

DECEMBER 2013

Networking Event in Qatar
• In partnership with QGBC
• Linking FM Strategy to Organization Strategy
YEAR IN FOCUS (2014)


FEB
- Networking Event: FM in Kuwait
- Networking Event: Challenges and Opportunities for FM in Oman
- PASMA Course for Khidmah
- Pre-CONFEX Workshop
- CONFEX 2014: Spotlight on the Region’s Constant Expansion

MAR
- Networking Event: FM in Kuwait
- PASMA Course for Drake & Skull
- Networking Event: Asset reference service life

APR
- Networking Event: in partnership with EGBC
- FM Expo
- Ta’aseesy Course
- Networking Event: in Bahrain

MAY
- Networking Event: in Bahrain
- Networking Event: Standardizing the ME FM Industry

JAN
- Ta’aseesy Course
- PASMA Course for Drake & Skull
- Networking Event: Asset reference service life

JUN
- Launch of Facility Insight Magazine
- Muhtarif Course
- IPAF Course for Al Shirawi in Dubai
- World FM Day Event in Dubai (Event followed by Lunch)

JUL
- IPAF Course for Al Shirawi
- Networking Event: New Paradigms in FM resourcing

AUG
- Networking Event: in Bahrain
- Networking Event: New Paradigms in FM resourcing
- Ta’aseesy Course
- Awareness into FM Conference Jubail, KSA

SEP
- Ta’aseesy Course
- Networking Event: in Jubail, KSA for Royal Commission employees in Arabic

NOV
- Networking Event: in Jubail, KSA for Royal Commission employees in Arabic
- Networking Event: Standardizing the ME FM Industry

DEC

ON THE MAP (2014)

103
NEW MEMBER COMPANIES

341
NEW INDIVIDUAL MEMBERS

1
CONFERENCE

5
NETWORKING EVENTS

2
WORKSHOPS

4
TA’ASEESY COURSES

87
STUDENTS

1
MUHTARIF

24
STUDENTS

ON THE MAP

3RD EDITION OF CONFEX ORGANIZED

WORLD FM DAY CELEBRATION FOLLOWED BY LUNCH IN DUBAI
JANUARY 2014

Ta’aseesy Course in Dubai
• 30 students

PASMA Course for Drake & Skull in Dubai
• 12 students

Networking Event in Dubai
• Asset reference service life

FEBRUARY 2014

Networking Event in Kuwait
• FM in Kuwait

MARCH 2014

PASMA Course for Khidmah
• 9 students

Networking Event in Oman
• Challenges and Opportunities for FM

Networking Event, Oman, March 2014

Pre-CONFEX Workshop

CONFEX, Dubai, 2014

Networking Event, Oman, March 2014

Pre-CONFEX, Dubai, 2014

CONFEX, Dubai, 2014

3rd Edition of CONFEX is organized in Dubai
• 420 participants

CONFEX, Dubai, 2014
APRIL 2014
Networking Event in Abu Dhabi
• In partnership with EGBC

MAY 2014
Ta’aseesy Course in Dubai
• 32 students
Networking Event in Bahrain

JUNE 2014
Launch of Facility Insight magazine
Muhtarif Course in Dubai
• 24 students

JULY 2014
IPAF Course for Al Shirawi in Dubai
• 5 students

AUGUST 2014
Networking Event in Dubai
• New paradigms in FM resourcing

SEPTEMBER 2014
Ta’aseesy Course in Dubai
• 25 students
Awareness into FM conference Jubail, KSA
• 100 participants

OCTOBER 2014
MEFMA Launches the Taheel training course

NOVEMBER 2014
Ta’aseesy Course in Jubail, KSA for Royal Commission employees in Arabic
• 20 students

DECEMBER 2014
Networking Event in Abu Dhabi
• Standardizing the ME FM Industry
YEAR IN FOCUS (2015)

ONTHE MAP (2015)

3 NETWORKING EVENTS

1 WORKSHOP

3 TA’ASEESY COURSES

71 STUDENTS

2 MUHTARIF

37 STUDENTS


- Ta’aseesy Course
- Networking Event: Facility & equipment reference & Estimated service life research document

- Networking Event: Training & Growing talent

- Muhtarif Course
- Pre-CONFEX Workshop
- Confex 2015: Smart Technology, Smart Cities, Smarter FM!

- 1st Muhtarif Course in Arabic in Jubail, KSA
- Networking Event: In Abu Dhabi in partnership with EGBC

- Ta’aseesy Course

- World FM Day

- Ta’aseesy Course: Dubai Properties

WORLD FM DAY CELEBRATION FOLLOWED BY LUNCH IN DUBAI

4TH EDITION OF CONFEX ORGANIZED
**JANUARY 2015**

**The Founding Members Meeting**
- MEFMA meets with the Founding members to obtain guidance and discuss the needs of the industry for the year ahead.

**Ta’aseesy Course in Dubai**
- 30 students

**Networking Event in Dubai**
- Training & Growing talent

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**FEBRUARY 2015**

**Launch of Mobile Apps**
- Android, apple, & microsoft mobile apps released

**Ta’aseesy Course in Dubai**
- 30 students

**Networking Event in Dubai**
- Facility & equipment reference estimated service life research document

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**MARCH 2015**

**Muhtarif Course in Dubai**
- 20 students

**Pre-CONFEX Workshop**

**CONFEX 2015**
- 500 Participants

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**APRIL 2015**

**1st Muhtarif Course in Arabic in Jubail, KSA**
- 18 students

**Networking Event in Abu Dhabi**
- In partnership with EGBC

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**MAY 2015**

**Ta’aseesy Course in Dubai**
- 27 students

**MEFMA participated at FM Expo 2015**

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**JUNE 2015**

**World FM Day is celebrated in Dubai**

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**JULY 2015**

**Ta’aseesy Course in Dubai for Dubai Properties employees**
- 30 students

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**MEFMA launches its online training portals**
- MEFMA Muhtarif and Ta’aeesys courses are offered online and certified by the following institutes: ILM—Ta’aeesys and IQ—Muhtarif