



RONS Enviro Care was established in 1997 with its grease trap cleaning service in UAE's fast developing economy. The environmental changes were eminent thereby requiring specialised cleaning industry to play a major role in safeguarding the environment. With anticipation of huge volume of business opportunities **RONS** started to venture into other specialised cleaning activities such as water tank cleaning, drain line jetting and sewage tank cleaning services. Through further growth, we integrated more services in line with our core business such as inclusion of AC duct cleaning, kitchen exhaust system cleaning and others. With the ever growing scope of work we ventured into the facilities management side of the sector, complementing our already established line of services.

Coupling with additional services like CCTV Inspections of pipelines, we at **RONS** have been able to offer our clients a complete package of specialised services to cover all eventual needs. As of the end of 2019, we have collected and disposed off approx. 490,000 gallons of FOG waste per month making **RONS** the largest collector and disposer of grease trap waste in the Emirates.

Looking to the future, in addition to our branches within Abu Dhabi and Sharjah, we hope to further expand our services across all other Emirates wherein the registration process has been initiated.

OUR SERVICES

- Grease Trap Cleaning and Installation
- Biological Dosing System Installation
- Water Tank Cleaning
- Blockage Removal (Drain Pipes) / Drain Line Jetting
- Waste Water Removal
- Kitchen Exhaust Duct Cleaning
- Fabrication of Kitchen and AC Ducts
- Installation and maintenance of AC / HVAC Systems
- AC Duct Cleaning
- Hazardous Waste Disposal
- Sewage and Sump Pit Tank Cleaning
- Pipe Rehabilitation Works
- Portable Toilet Rental Services
- CCTV Pipe Inspection Surveys

UAE's Leading Integrated Specialized Services Provider



RONS ENVIRO CARE
WE JET APPROX. 200,000M OF CONNECTED
UNDERGROUND PIPE YEARLY



EMIRATES STEEL

✓ WHY RONS

325+ WORKFORCE

30+ VACUUM TANKERS

65+ VEHICLES

02 JETTING VACUUMATION MACHINES

ADVANCED TECHNOLOGY & MACHINERY

23+ YEARS OF INDUSTRY EXPERIENCE

24/7 SERVICES ACROSS UAE

6500+ SATISFIED CLIENTS

01

Information about your achievements from January 2019 till present

RONs has been hitting its targets of gaining and retaining clients from an operating viewpoint throughout the period of 2019-20. This has clearly been portrayed through our client numbers increasing steadily.

From a project point of view, we have performed well as a result of new additions to the company, performance retentions, and referrals through client word-of-mouth. Our achievements as a result of strong communication skills, both internal and external. Top organisational planning has been carried out in every project we undertook.

Overall, **RONs** achieved a satisfaction rating of **95%** from its clients. Evidence for these statements has been highlighted with the completion of projects awarded, fast reaction, and a positive feedback from client representatives. For the remaining **5%** of customers who conveyed dissatisfaction, **RONs** endeavours to rectify and restore their opinion through rigorous after sales and case studies which determine how we can serve them better. Through these avenues, we have reduced the dissatisfaction rate from **5%** to **2%**.

95%

SATISFIED
CLIENTS

5%

DISATISFIED TO
OUR SERVICES

Efforts are made to rectify / restore client opinion through rigorous after sales and case studies

2%

Successful in reducing the dissatisfaction rate. Efforts are made to bring it to nil

- **COLLECTED AND DISPOSED OFF APPROX. 490,000 GALLONS OF FOG WASTE PER MONTH MAKING RONS THE LARGEST COLLECTOR AND DISPOSER OF GREASE TRAP WASTE IN THE EMIRATES**
- **INTRODUCED CCTV PIPE INSPECTION AND PIPE REHABILITATION SERVICES**

Information about new clients who you have signed up; information on the number of contracts renewed.

Since the beginning of 2021, **RONs** has managed to secure various new AMC's pertaining to new clients who have been branching into untapped sections of the market. Such contracts include that of a large intake system recirculating water through lakes, which has allowed us to gain and foster trust with a client who previous had AMC's long-standing with other competitors.

For our existing clients, we strengthen our relationship by renewing numerous contracts through our dedication and commitment to quality and efficiency. We provide an outstanding level of service, while remaining competitive. With over **6500+** clients contracted, over **92%** have renewed their business with us. We have **11.5%** new client additions as compared to the year before.

6500+

CLIENTS CONTRACTED

92%

EXISTING CLIENTS

11.5%

NEW CLIENTS

NEW CLIENTS



JUMEIRAH ISLANDS, INTERNATIONAL CITY PAVILION, DISCOVERY GARDENS PAVILION, NAKHEEL CLUB HOUSES, AL FAJAN PAVILION, NAKHEEL MALL

MERAAS

BLUEWATERS, LA MER, AL SEEF



450+ OUTLETS

KRISPY KREME, COSTA COFFEE, BASKIN ROBBINS, FISH MARKET, PIZZA HUT, HARDEE'S, GRAND CAFÉ, TGI FRIDAYS, FUSION FAR EASTERN, CHICKEN TIKKA, RED LOBSTER, KFC

03

The latest innovations that you have adopted in your processes.

RONs constantly keeps on innovating to provide its clients with superior services. An excellent example of this is in our specialised cleaning division with high pressure water cleaning and pipe repairing. One such inclusion is through the introduction of a specialized cleaning nozzle for the cleaning of large diameter pipelines which allows us to clean and remove large deposits of debris from within various large bore areas. The nozzle sits within the lower portion of pipe to fully remove debris as it travels through. As well as providing superior cleaning power, the nozzle vastly cuts down the time in which it takes to clean particular sections. This allows **RONs** to complete projects faster and more efficiently than ever before, touching on our company premise of being kinder to the environment and its impact upon it.

Furthermore, **RONs'** inclusion of new pipe repairing technology has allowed us to offer less invasive solutions to leaking and damaged drainage systems. Using no-dig, trenchless technology, **RONs** can now repair the majority of underground issues without the need for substantial environmental impacts such as excavations and heavy machinery use.

This technology needs only two connecting points through which a repair is inserted and inflated to cover over the point of defect, ensuring that both the pipe and surrounding infrastructure are never impeded upon. Both of these innovations allow us to bring down our environmental impact and duration timing on projects, thus ensuring all works are performed cleanly and efficiently.

NEW PIPE REPAIRING TECHNOLOGY

- LESS INVASIVE
- NO DIG, TRENCHLESS TECHNOLOGY
- NO HEAVY MACHINERY
- NO EXCAVATIONS

BURJ KHALIFA



04

Your health & safety protocol and the number of incidents in the year.

For each team member set within this division they are given training on various aspects of CCTV inspections; equipment set-up and capabilities, survey reporting analysis and layout detection to help understand a site.

Our in-house training facility is home to all these trainings, along with eventual real-world applications throughout seasoned technician shadowing. We pair newly joined and advancing technicians with a senior member so they can learn how to conduct themselves across projects. As the technician advances, the senior reports back on progress to our operations team, who then make an assessment over a specified period to give advancement to sole deployment or to keep under supervision until their next review period.

As with all technicians and supervisors, **RONS** always allows the opportunity for advancement across each area of activity. If personnel wish to move from an activity with which they have initially been appointed, assessments and protocols are in place for such requests.

0

NUMBER OF INCIDENTS



05

Information about your training programmes

Many of our technicians are specialised in various activities such as pre-sote trainings and on-site trainings which are provided at **RONs**. For our CCTV inspection division, it is mandatory to train in order to provide the best quality of resulting surveys.

For each team member set within this division they are given training on various aspects of CCTV inspections; equipment set-up and capabilities, survey reporting analysis and layout detection to help understand a site. These trainings are performed within our in-house training facility as well as eventual real-world applications through seasoned technician shadowing.

RONs believes in creating opportunities for advancement across all areas of activity. If certain personnel wishes to move from one certain activity which they were initially appointed for to another, assessments and protocols are in place to proceed ahead with such requests.

06

Staff strength and growth from last year

As compared to the previous year, **RONs** has increased staff numbers by around **15%**, partly in-line with our administrative needs. This enabled us to provide our clients with a quicker turnaround in report delivery, more effective communication, and efficient accounting. The growth of our company needs additional divisions and services on offer which complement our current scope.

We have always aimed to become the most diverse specialised cleaning company in the UAE. In order to accomplish that aim, we need to have the best minds and most-skilled technicians out there. Our **15%** staff increase includes **38** new technicians, admin and accounts personnel which has been deployed into specific sectors of our business. This will enable **RONs** to further grow as a business and maintain aspects of our portfolio while strengthening customer relations.

15%

STAFF INCREASE

38

NEW TECHNICIANS,
ADMIN & ACCOUNT
PERSONNEL

Overall revenue growth for the company in this year compared to last year

Up to the middle of February 2021 **RONs** has seen a steady overall revenue of **Dh12.5m**, which in projecting the company's figures across 2021 puts us in line with performing figures of approx. **Dh75m**. Comparatively from 2020 our figures at closing of the end of this year with **Dh68m**, transition this to the projected income for 2021 and we are anticipating a revenue increase of **9.5%**

Given the current condition of the market, its competitive nature and other parameters of the region, **RONs** is extremely proud to have stayed off a declining market while increasing revenues and increasing the market share across participating sectors.

With the upcoming EXPO 2020, **RONs** is expecting an increase in the demand for specialised cleaning services. We are ready to provide our clients - existing and new with some of the most technically gifted and experienced personnel in the sector. Our team of highly skilled personnel and our commitment towards providing our clients with the best is the reason why **RONs** as a company has continued to grow and flourish, even in the most adverse of financial conditions.

12.5M**UP TO MID
FEBRUARY 2021****75M****PROJECTION
YEAR END 2021****68M****2020 CLOSING****9.5%****ANTICIPATING
REVENUE INCREASE 2021**

08

Why do you deserve the award?

We at **RONs Enviro Care** hold ourselves to a high quality standard across our wide range of Specialised Cleaving Services. Our innovation, commitment and efficiency has been observed in the projects we have performed, our success rate, and our client's satisfaction rate. During Covid-19, most companies in our sector were fighting for survival. We were not only able to survive, but also grow and increase our clients as well as our personnel.

To ease the stress of the pandemic, we offered solutions at affordable prices, discounts, additional free services so as to fit into the need of our clients. Our vast and distinctive portfolio of clients along with the breadth of sectors in which we provide our services proves that **RONs Enviro Care** is a serious and meaningful competitor in the market which has never given anything less than the best.

We believe we should be given the chance to be awarded to further cement this view and recognise the efforts of our exceptional staff, giving them a fine and well-deserved sense of achievement.

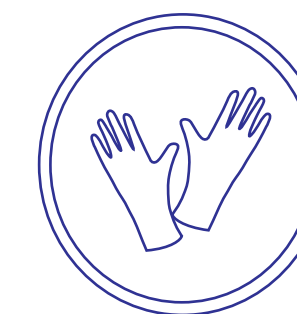
09

Steps taken towards preventing COVID-19 contamination

COVID-19 has impacted all sectors of the industry worldwide. However, due to quick planning, effective communication and team effort; **RONs** has stayed steady and not let it slow us. During the initial lockdown of February 2020, we introduced a heavy sanitisation programme within our facilities as well as those of our clients.

We introduced awareness consultations to our staff members regarding how to conduct themselves, limiting the number of crew within vehicles and introduced other such guidelines, including those given by DHA and Governmental authorities.

We co-ordinated our offices in such a manner that those who could continue working from their homes, did. For others we ensured to have enough spaced working areas with ample social distancing, masks, temperature checks, and carried out other necessary measures to ensure safe working environment for all.



WHAT OUR CLIENTS SAY ABOUT US

"Rons Enviro Care LLC has been our partner for the school sector which Al Shirawi Facilities Management is managing for more than 5 years. Their work is above expectations and their response is always fast. You can always depend on them even beyond their scope of work. Just a few days ago, I called their OPS Manager to check on an issue in one of the prestigious villas we manage and without any hesitation he came, checked the problem and provided the solution. Our client was so happy because the issue was closed immediately after giving the solution. This is how dedicated their management team is providing the service and keeping a good relationship."

Patrick Datuin | Senior Manager Education Facilities | Al Shirawi Facilities Management LLC

"Being in the Facilities Management industry for more than 10 years I have come across myriad contractors and Rons Enviro Care stands out for one particular reason that they indeed – CARE! This 'care' was recently displayed on one of my site where I needed an urgent support to clean the cooling towers and Rons Enviro Care technical manager went out of his way to support Farnek and mobilized his team immediately. Later on they even customized the cleaning report as per client's requirement. Trust is something we treasure in the Facilities Industry and Rons never disappoints you!"

Akbar Ali Khan | Assitant Facilities Manager | Farnek - Smart and Green FM Comapny

Rons Enviro Care promised a cost effective and precise service on ground water ingress in sewage lines. You delivered a top quality finish, on time and also within budget. Your team is extremely knowledgeable on patch repairs and services. All work has been completed to a very high standard and we are delighted with both the quality of service and sound advice and reports provided on the ground water issues.

Jahangir Khan | EMRILL

RECENT PROJECTS

- **Emirates Steel** - Project: Phase 2 Sea Water Intake Cleaning
- **Al-Futtaim Group Real Estate** - Project: Al Badia Golf Club Lake Intake System Cleaning
- **EMAAR Community Management** - Project: The Address Hotel, Downtown CCTV Inspection of Service Shafts
- **Burj Khalifa LLC** - Project: Alluvion Water Feature, Leaking Supply Drain Pipelines
- **Emrill Services LLC** - Project: Mira Communities (Mira and Mira Oasis) – Ground Water Infiltration to Storm Water Network Repair Works
- **Global Village** - Project: Main Sewerage Tank Cleaning
- **Yas Mall** - Project: Complete AC Duct Cleaning
- **Americana Group** - Project: Contract for Grease Trap, Kitchen Hood and Duct Cleaning



COMMUNITY MANAGEMENT

BURJ KHALIFA

