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**12th & 13th MAY 2026
KEMPINSKI HOTEL
NEW CAIRO**

Presentation Title Here: Workforce
development & Bridging skills gaps

Presenter Name: Wael Hamdallah

Title: CEO

Company: El Salam Facilities Management



**El Salam Facilities
Management
Company**

Agenda

01. Our Market

02. Who Are We

03. Operational
Transformation

04. Expansion &
Growth

05. Q&A

The Future of Facilities Management

- Global FM market continues to grow rapidly.
- Smart buildings, sustainability, and digitalization are reshaping the industry.
- Organizations are increasingly outsourcing integrated FM solutions.
- Operational efficiency and workplace safety are key drivers.



Market Insights & Industry

Trends

- Growing demand for integrated hard & soft services.
- Increasing adoption of preventive maintenance.
- Digital reporting and KPI-based operations becoming standard.
- Sustainability and green transformation are major priorities.





Our Journey Since

2011

- Established in Egypt in 2011.
- Built long-term operational partnerships.
- Expanded across educational, residential, commercial, and industrial sectors.
- More than 12 years of operational experience



Our Vision: is Regional leadership under the umbrella of green transformation.



Our Mission: Delivering customer-focused services aligned with international standards.

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Our Services

•Soft Services:

- Cleaning & sanitization
- Hospitality
- Pest control
- Landscaping
- Waste management



•Hard Services:

- HVAC & AC maintenance
- Plumbing systems
- Fire alarm systems
- Elevator maintenance
- Surveillance systems



Operational Excellence

- KPI-driven management systems.
 - Preventive maintenance strategies.
 - Periodic quality reports.
 - Reduced operational errors.
 - Faster response and decision-making.



Digital Transformation

- Implemented a fully integrated digital operating system.
- Real-time reporting and performance tracking.
- Increased transparency with clients.
- Improved operational sustainability.

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Investment in Human Capital

- Implemented a fully integrated digital operating system.
- Real-time reporting and performance tracking.
- Increased transparency with clients.
- Improved operational sustainability.



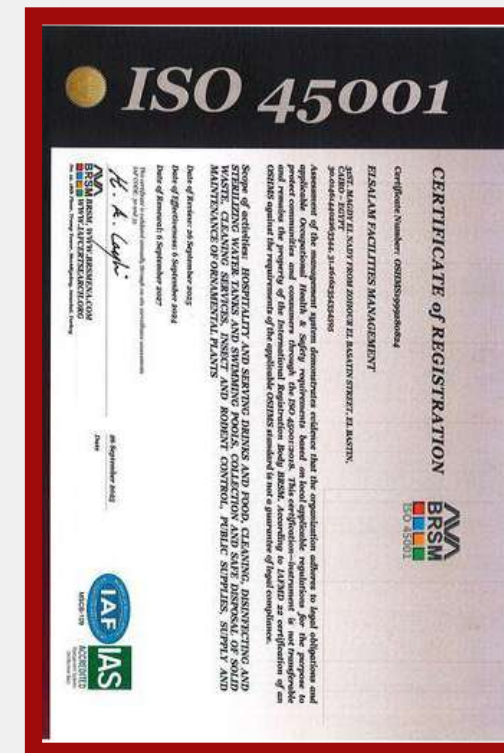
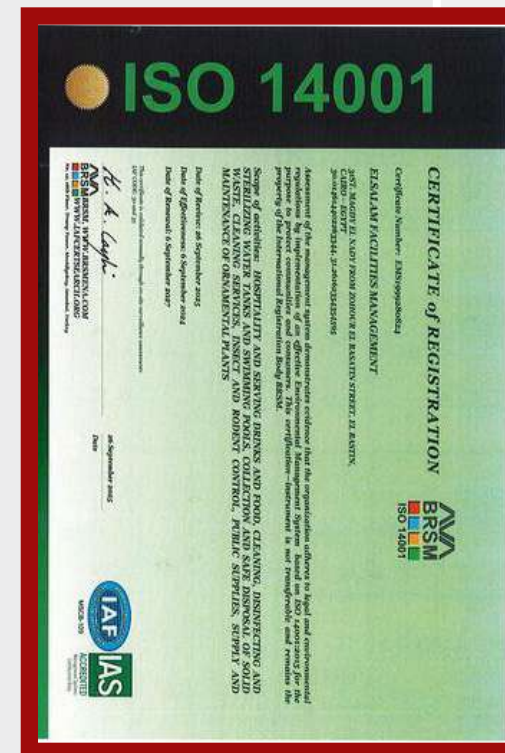
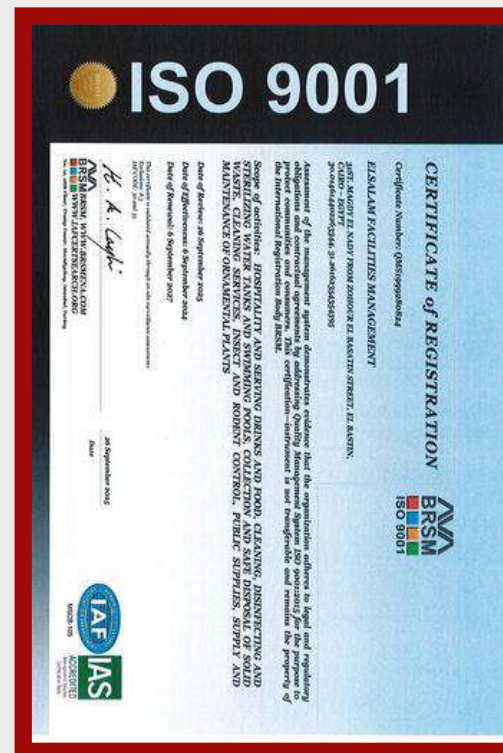
Green Transformation & Sustainability

- Eco-friendly equipment and materials.
- Reduced electricity and water consumption.
- Lower workplace noise levels.
- Higher operational efficiency.
- Support for environmental sustainability goals.



International Standards & Certifications

- ISO 9001 – Quality Management
- ISO 14001 – Environmental Management
- ISO 45001 – Occupational Health & Safety
- ISO 41001 – Facility Management Systems



Expansion & New Business Sectors

- During the last period, EL Salam FM expanded into new strategic sectors including:
 - Education
 - Residential compounds
 - Oil & Gas
 - Corporate offices
- Administrative buildings



Impact Snapshot

•Operational Impact Table

Area	Key Achievement	Business Impact
Digital Transformation	Real-Time Reporting	Faster Decisions
Preventive Maintenance	Reduced Failures	Operational Efficiency
Human Capital	Certified Teams	Higher Service Quality
Sustainability	Eco-Friendly Operations	Lower Resource Consumption

Impact on the Egyptian FM Market

- Introduced integrated facility management concepts beyond traditional cleaning.
- Shifted client expectations from basic services to operational excellence.
- Promoted sustainability and digital transformation in local FM operations.
- Helped elevate service quality closer to international FM standards.



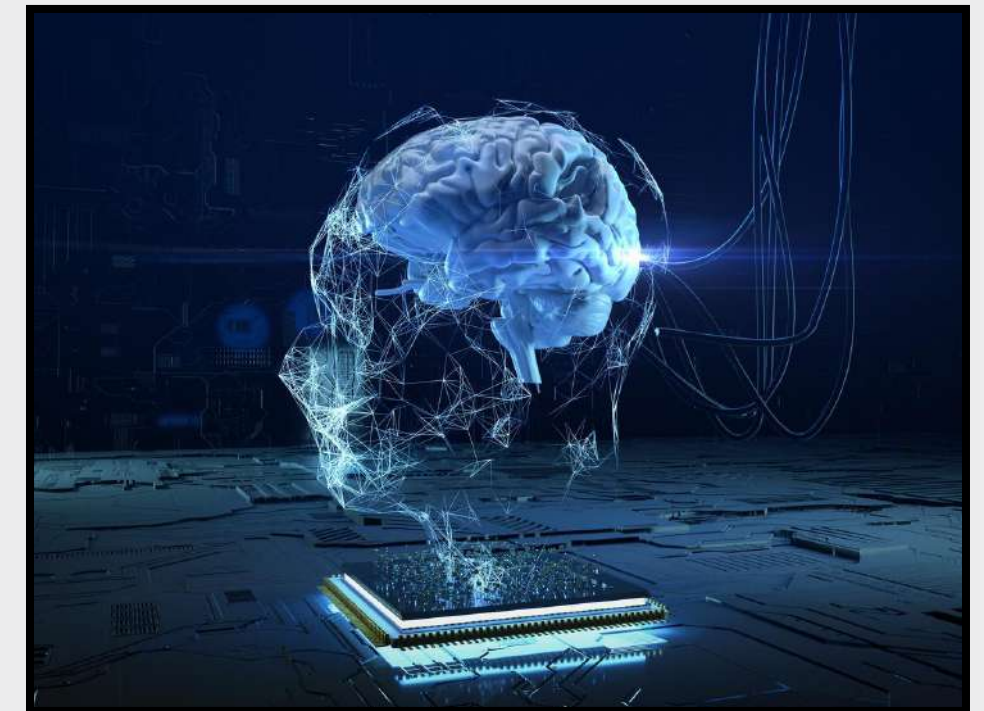
Bridging Local Operations with International Standards

- Adoption of KPI-driven operations.
- Implementation of preventive maintenance culture.
- Digital reporting and transparency systems.
- Adoption of eco-friendly equipment and chemicals.
- Continuous workforce training aligned with international practices.



Technology & Innovation in Local Operations

- Integration of smart operational tracking.
- Adoption of advanced cleaning technologies and modern machinery.
- Use of sustainable operational methodologies.
- Efficient use of local resources to achieve international-level performance.
- Supporting Egypt's FM sector transformation journey



FM OPERATIONAL MATURITY COMPARISON

Traditional Egyptian Market vs. EL Salam FM vs. International FM Leaders



OPERATIONAL DIMENSION	TRADITIONAL EGYPTIAN MARKET	EL SALAM FM	INTERNATIONAL FM LEADERS
MAINTENANCE APPROACH	45% Reactive to Semi-Preventive	65% Structured Preventive Maintenance	80% Predictive & Data-Driven Operations
REPORTING & TRANSPARENCY	40% Basic / Periodic Reporting	68% KPI-Based Digital Reporting	85% Real-Time Analytics & Automated Dashboards
TECHNOLOGY USAGE	35% Increasing Software Adoption	60% Integrated Operational Systems	78% Smart Buildings, IoT & AI Integration
SUSTAINABILITY PRACTICES	30% Growing Sustainability Awareness	55% Practical Sustainability Measures	75% ESG-Integrated Operational Strategies
WORKFORCE DEVELOPMENT	50% Operational Training Focused	70% Continuous Workforce Development	82% Specialized Certified Expertise



i NOTE: Percentages shown represent estimated operational maturity levels based on observed market practices, industry trends, and publicly available FM market research. Values are indicative and not absolute market measurements.

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