





ACE was set up in 1984 in New Delhi.
Our lines of business include:

- Facility Services
- Engineering Project Management
- Marketing of Mechanized Cleaning Equipment
- Marketing of Industrial Pumps

ACE FACILITY MANAGEMENT SERVICES

With more than 20 years in the fields of Professional Cleaning and Engineering Projects, our company has developed a deep skill base in these areas and as a forward integration of these businesses; ACE Facility Management Services was started.

We are now one of the leading service providers for Integrated Facility Services across various sectors. Our clientele includes leading names from the retail, corporate, industrial and hospitality sectors.



INTEGRATED FACILITY SERVICES

Integrated Facility Services is a partnership that offers our customers an efficient solution to reduce their costs and focus on their core business. ACE believes in offering highly customized 'Integrated' solutions for each customer to match their unique individual needs

OUR COMMITMENT TO DEVELOPING KEY PROCESSES SUCH AS ANALYSIS, TRAINING, QUALITY CONTROL, MECHANIZATION AND FEEDBACK SYSTEMS GIVES US AN EDGE OVER THE COMPETITION AND HELPS US IN ADDING VALUE TO OUR CUSTOMER'S BUSINESS.



Our unique approach to IFS allows you to choose the degree of outsourcing suitable for your facility. Service solutions are offered to the customer as single services, multi-services as well as integrated services.

Retail Support Services



ACE is the principal service provider to leading names in organized retail in the country. With an in-depth understanding of the retail environment, and its specific needs with respect to cleaning, maintenance and other support services.

ACE offers a wide range of retail support services which include the following:



HOUSEKEEPING

ACE believes that retail stores need to be brilliantly clean all the time. We ensure this by covering the entire spectrum of cleaning requirements from Daily Maintenance to Visible Cleaning, Periodic Cleaning and Night Cleaning. ACE provides customized cleaning solutions across various retail formats such as shopping malls, hyper and super markets, department stores, boutique stores, specialty stores, F&B outlets etc.

MECHANICAL & ELECTRICAL SUPPORT SERVICES:

Multi skilled technicians & supervisors for retail M&E requirements.

CASH TILL SERVICES

Well groomed attendants trained in various activities carried out on cash tills such as sorting and packing of goods, magnetic tag removal, customer handling etc

WAREHOUSE SERVICES

Trained manpower for loading, unloading and stacking of goods.

OFFICE SUPPORT

Trained personnel to supplement full time employees; includes attendants for pantry and office logistics.

TROLLEY MANAGEMENT

Trained trolley attendants for collection, counting & cleaning of trolleys.

HOME DELIVERY SUPPORT

Well groomed attendants for home delivery services.

Specialists succeed, and we believe that when it comes to support services for retail, we are specialists. With a large retail clientele and systems and procedures for training, quality control, crisis management etc tailor-made for retail, we ensure quality as well as delivery.

Training



At ACE, we are passionate about Delivery and Quality. Training is thus essential to ensure that we deliver what we have agreed upon, at the agreed upon time and quality level. ACE trains its employees across various levels in accordance with the guidelines provided by the British Institute of Cleaning Science, UK of which we are corporate members.



TRAINING CENTER

Our training center is fully equipped with teaching aids, and training tools to ensure proper training procedure.

THE VARIOUS LEVELS OF TRAINING INCLUDE:

- Training of Senior Management & Operations Personnel

- Supervisor & Team Leader's Training Program In accordance with the Cleaning Operator's Proficiency Cleaning Course - COPC (BICS, UK)

Detailed training in the following:

- i. Principles of Cleaning
- ii. Equipment, Materials & Chemicals
- iii. Cleaning Techniques & Procedures
- iv. Safety
- v. Hygiene

ON-SITE STAFF TRAINING

Staff training using pictographic and demonstration based training programs carried out on-site by certified trainers.

The training covers all the basics including:

- i. Knowledge of Relevant Cleaning Tools
- ii. Knowledge of Relevant Cleaning Chemicals/ Agents
- iii. Basic Cleaning Techniques & Procedures
- iv. Hygiene, Grooming & Etiquette

Office Support Services

Outsourcing your non-core business tasks to ACE will help you reduce costs and maximize efficiency, making us your strategic partner to help you improve your business



ACE provides trained and experienced staff to supplement full time employees.

PANTRY ATTENDANTS

Attendants trained in the various facets of pantry services including:

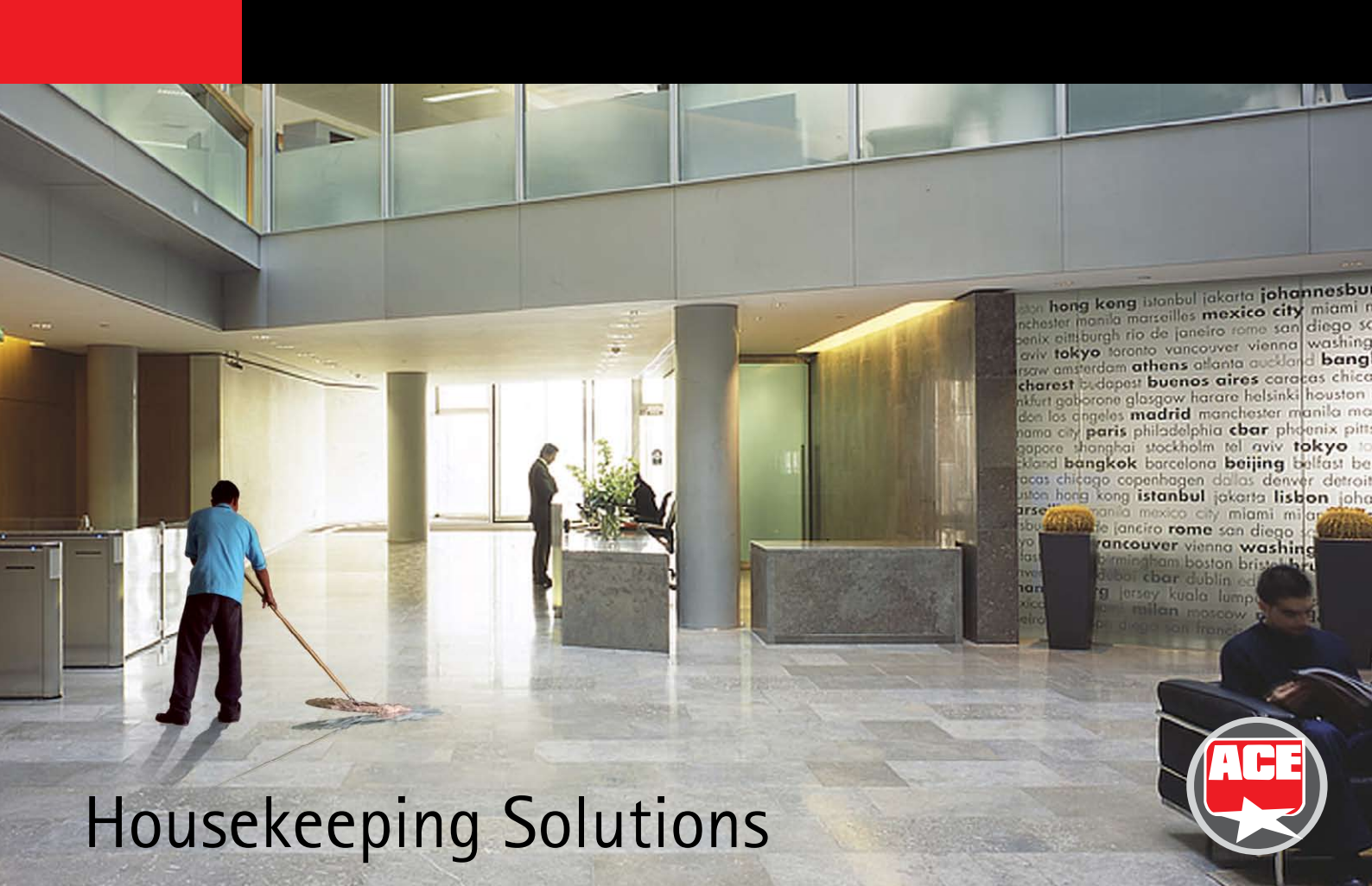
- Serving Etiquette
- Operation of beverage dispensing apparatus (tea/coffee machines etc)
- Pantry Cleaning
 - Usage of food grade cleaning agents
 - Effective cleaning/sanitization of food contact surfaces
- Personal Grooming & Hygiene

ACE also provides top of the line 'White Glove Service'.

OFFICE LOGISTICS

Multi-purpose attendants and 'Runners' trained to assist in office tasks including:

- Mail/Courier handling
- Stock-taking/Inventory
- Photocopying/Faxing
- Errand running
- Internal Moves



Housekeeping Solutions

ACE has a solution for every type of cleaning need. We provide comprehensive housekeeping services across various cleaning environments including corporate, retail, hospitality, medical, industrial etc

Our ample experience in the cleaning industry gives us the edge in understanding the specific cleaning requirements of every site and customizing our services accordingly.

CORPORATE MEMBERS - THE BRITISH INSTITUTE OF CLEANING SCIENCE, UK (BICSc)



ACE Facility Management Services is a corporate member of the British School of Cleaning Science, UK (BICSc). BICSc, founded in 1961, is a body of individuals and companies who support the objectives of the Institute in improving opportunities for education, training and qualifications within the cleaning industry. Through the achievement of these objectives the Institute seeks to achieve better recognition and status for the cleaning industry and a raising of standards. Individual membership is a visible sign of someone with qualifications and experience within the cleaning field.

ACE'S METHODOLOGY

We believe that skilled and motivated employees are key to providing a good service. Therefore we put a lot of effort into recruitment, development, training and management of our employees.

QUALITY CONTROL SYSTEMS

As per guidelines set by BICSc, we maintain a 360 degree Quality Control & Feedback Program for all our sites. This includes regular audits & inspections, task checklists, performance analysis tools etc which keep a check on our service levels and help maintain and improve service standards.



Operations & Maintenance Services



Our services are about more than just maintenance of your systems; they are about managing your assets and maintaining the investment you have made in your facility.

ACE provides expertise and personnel for the proper maintenance of Mechanical and Electrical systems as well as Carpentry and Plumbing.

Our services include comprehensive planning and management of all of the above.

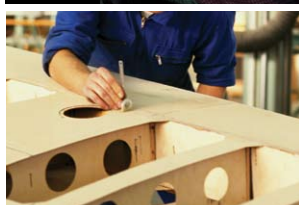
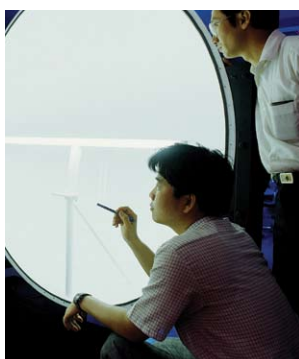
○ Multipurpose Service Technicians (MST) suitably trained to handle the following:

- Minor repair and maintenance of electrical and mechanical systems (HVAC, Refrigeration units, Lighting, Servers, UPS, Generators etc)
- Maintaining requisite documentation and maintenance records

Supervisors/Coordinators experienced and skilled in various aspects of Operations and Maintenance including:

- Co-ordination and management of MST and other maintenance staff
- Preparation and planning of maintenance schedules
- Co-ordination with OEMs for Annual repair and Maintenance services etc.
- Preventive maintenance and forward maintenance planning
- Maintenance Audits

On-call Carpentry and Plumbing solutions





ACE Facility Management Services

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