



THE FACILITY MANAGEMENT WING

ABOUT US

- Urban hands is one of India's foremost Facility Management Company.
- We focus in delivering benchmarked and **customized 'Soft Services'** across various industries within the Facility Management and Maintenance business.
- Urban Hands has over **three + years of expertise** and experience that have helped clients to optimize individual assets and expenditures, thereby ensuring operational and infrastructural profitability.
- We work with over **6+ active clients like Rexroth, TTIA(Technopark), NIO-PACK, Vaishnavi Group, Honda, Bosch, etc.**
- Urban Hands has a reputation and **maintains all of the required safety clearances** and credentials required to cater to these secure facilities at all times.
- We intended to organize a workspace for efficiency **by maintaining the 5S of quality standards- Sorting, Systematic Arrangement, Shining, Standardizing, Sustaining.**
- Through our 5 market leading business group, we turn **our ideas into indigenous services & solutions** that make life better to our clients.

SERVICES



FACILITY MANAGEMENT: Provide mechanized housekeeping service with **focus on hygiene and safety**. Our house keeping service is tailor made to customer needs and attended by well trained and efficient staff.



LOGISTICS: Logistics include services such as **Warehousing, Vendor-Managed Inventory Services, Transport Management, Visibility, Monitoring & Reporting, Supplier Management, In plant Logistics.**



SOURCING SOLUTIONS: We offer **manpower services to different sectors** that matches with requirements of different levels.



PROCESS CONTROL & INSTRUMENTATION: Includes services such as **Instrumentation Installation Services, Commissioning & Testing Services, Instrumentation Services, Automation Control, Electrical Engineering Services, Manpower Deputation Services.**

FACILITY MANAGEMENT

- Urban Hands provides **mechanized housekeeping service with focus on hygiene and safety.**
- Our house keeping service is **tailor made** to customer needs and attended by **well trained and efficient staff.**
- Housekeeping is a very important criterion in hospitality industry and the scope **covers office, plant and the estate maintenance (including Guest houses).** It is a continuous process and we help the management and the operating team to maintain tidy workplace and **follow 5S principle.**
- Regular housekeeping also adds to **waste elimination.**



PEST CONTROL

General Disinfestations Services
Bed Bug Management Service
Cockroach Management Service
Fly Management Service
Rodent Management Service



HARD SERVICES

Electro Mechanical Services
HVAC & Air Conditioning
Plumbing & Water Management
Building Management Systems



SOFT SERVICES

House Keeping Services
Janitorial Services
Horticulture
Facade Cleaning



OTHER SERVICES

Pantry & Steward Services
Office Assistance & help Desk
Payroll Management
Paramedical Services
Data Entry Operator

LOGISTICS

- **WAREHOUSING:** Our inventory management services are further handled by logistics team that are responsible for maintaining the stored items in a professional and safe manner.
- **VENDOR-MANAGED INVENTORY SERVICES:** Urban Hands adopts proven techniques that can certainly reduce the inventory levels and increase efficiency and flexibility of vendors.
- **TRANSPORTATION AND TRANSPORT MANAGEMENT:** We make necessary arrangement for transportation of good from remote destination to local warehouses. Our transportation services have its reach in water, air or land transport that creates a smooth platform for end customers to enjoy timely delivery of goods to desired destination.
- **VISIBILITY, MONITORING & REPORTING:** With the help of web-based information management system, you have the flexibility to monitor your inventory that is in transit or storage form.
- **SUPPLIER MANAGEMENT:** Our company is responsible for handling the inbound shipment activities of customers. The supplier management services are blended with different inbound logistic services that helps to deliver enhanced vendor managed inventory services.
- **CUSTOMER SERVICE MANAGEMENT:** Our extensive customer service management involve help desk that is responsible for handling queries of customers and customer care centre operations.
- **INPLANT LOGISTICS:** Inward storage, Issue of Raw Materials, Finished Goods Dispatched which are tailor made to clients requirement, Proficiency in handling SAP tool.

SOURCING SOLUTION

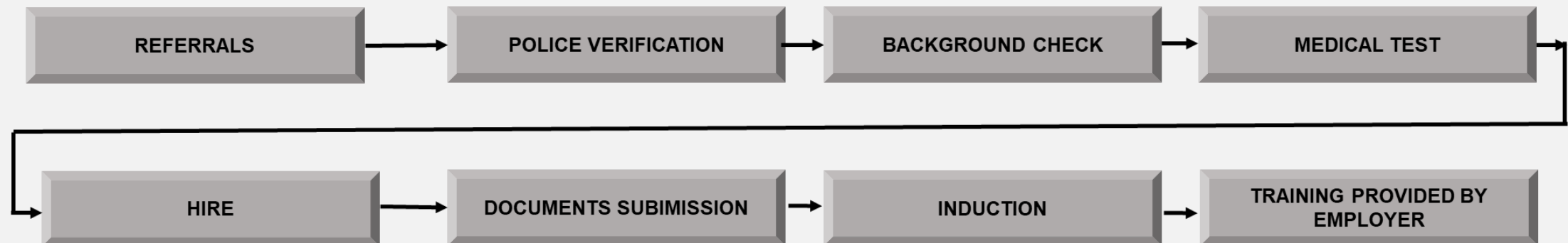
- **TEMPORARY STAFFING:** Urban Hands takes pride in delivering you with contractual and temporary manpower solutions. We have flourished with times and have now emerged as one of the leading temporary staffing companies in India.
- **PERMANENT RECRUITEMENTS:** In order to fulfil the requirement, we adopt a series of process that includes screening, scheduling, interviewing and testing. Our reference check process enables to judge the authenticity of candidates. With our continuous improvement techniques it is possible to guarantee our clients with best candidates.
- **PAYROLL PROCESS OUTSOURCING:** To meet up with needs of customer and offer logical services, our company has introduced Payroll Process services. Our proficient team is capable of handling the payrolls of on-roll employees.
- **ASSESSMENT SERVICES:** Our expertise possesses extensive experience that helps them to filter the best candidate for the vacant position. It is a fact that accessing the right candidate and hiring talent is a tough job, but we take pride in understanding the dynamics of candidates that allows us to screen out the suitable candidates for desired position.

PROCESS CONTROL & INSTRUMENTATION

- **INSTRUMENTATION INSTALLATION SERVICES:** We are the service provider of Process Control, Instrumentation & Electrical Installation Services.
- **COMMISSIONING & TESTING SERVICES:** Deputing Engineers, Supervisors, Instrument Technicians, skilled Fitters and Electricians with the relevant industry experience and competencies.
- **INSTRUMENTATION SERVICES:** We offer services like supply of instruments, panels, junction boxes, cable laying & termination, perforated cable tray work, pedestal fabrication. Our expertise also includes Plant Shutdowns, Annual Turnarounds, Commissioning Services, AMC.
- **AUTOMATION CONTROL & INSTRUMENTATION:** Supply of instruments, panels, junction boxes, cable laying & termination, prefabricated cable tray work, pedestal fabrication.
- **ELECTRICAL ENGINEERING SERVICES:** Installation of project infrastructure systems including cable tray work, junction boxes, ladders tray, conduit etc.
- **MANPOWER DEPUTATION SERVICES:** We provide skilled and experienced manpower on deputation basis for various projects at refineries, power plants, fertilizers plant etc.

MANPOWER SOURCING PLAN

In a service business like ours, Our People are Our Business. Their hard work, commitment and talent are essential to Our Success. Therefore we are hire people with 'Can-do and Will-do' attitude at workplace, who are passionate and thrive on new challenges; like working in a team within a diverse environment that consistently provides.



EXPERTISE

Key Highlights of our Services are:

- There is no compromise on statutory related topics like wage disbursement, PF, ESI, Bonus etc. irrespective of delayed payments.
- Align and support with respective organisations in their strategic decisions like downsizing, Optimizing process, overtime control etc.,
- Uninterrupted services even during Strikes/Bandh/Riots etc.
- Leading front to resolve IR issues within preview.
- No service issues at essential and sensitive area.
- None of our workers engaged are not the members of any union.
- Cordial relationship with workers engaged in organisations by initiating many welfare measures.

DRESS CODE



MALE
JANITOR



FEMALE
JANITOR



OFFICE
BOY



MALE
SUPERVISOR

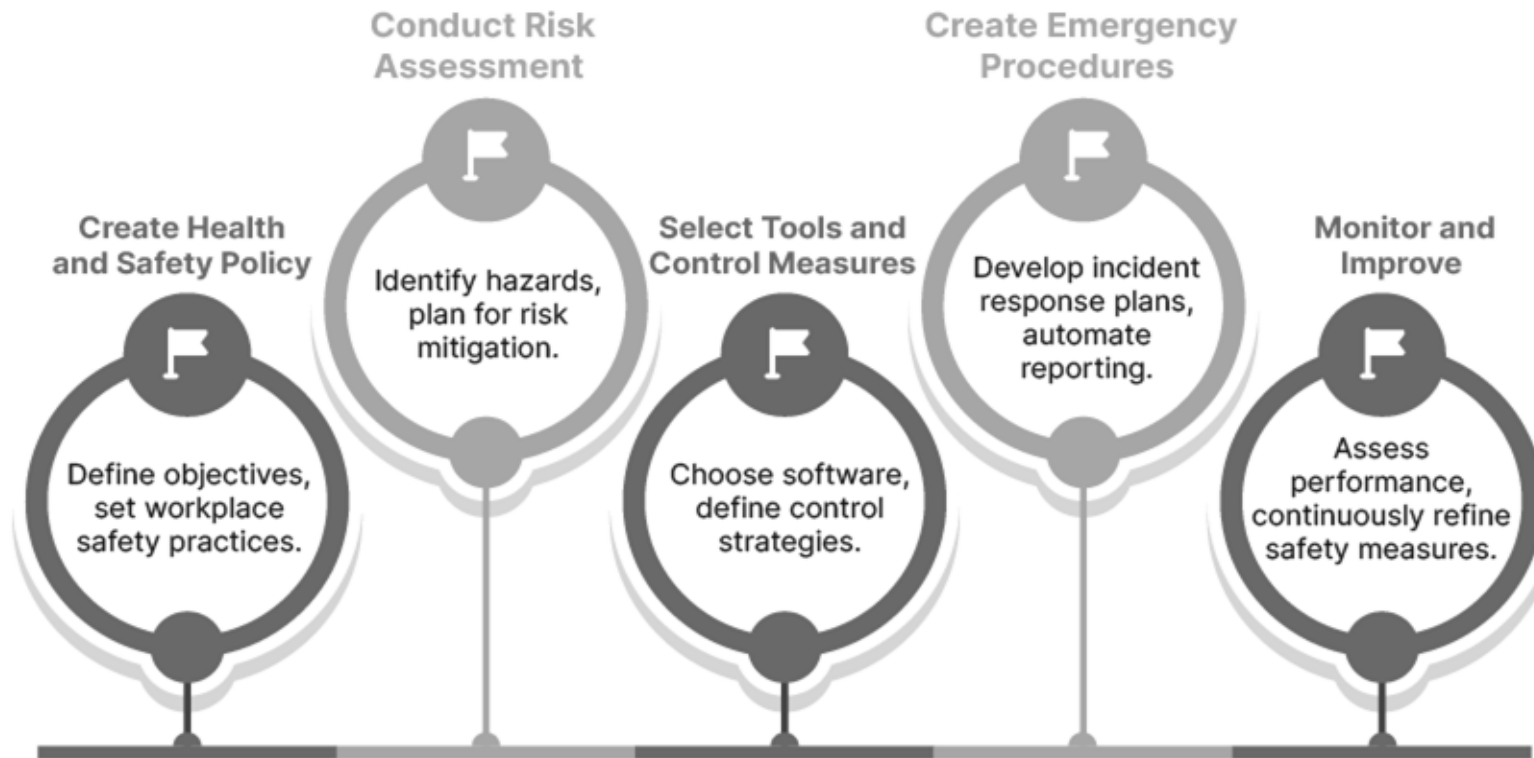


FEMALE
SUPERVISOR



PANTRY
BOY

LABOUR SAFETY REQUIREMENT AT WORK



LABOUR GUIDELINES AT WORK



Job title and scope of work



Probation period and period of service



Place of employment and provisions on transfer



Salary/wages, bonus, and incentives



Retirement benefits, health and welfare benefits (if any)



Hours of work, rest, holidays, and leaves



Confidentiality and non-compete provisions



Intellectual property and data protection



Employee surveillance



Procedures for resolution of grievances



Suspension of the employee pending any disciplinary action



Notice, termination, resignation, or retirement provisions



Governing law and jurisdiction (including an arbitration clause, which may be used for non-workmen category employees)



Company assets

LABOUR PERFORMANCE MATRIX

- **Output per hour:** Measure the quantity of work completed by a worker within a specified timeframe.
- **Quality of work:** Evaluate the accuracy and quality of the work performed by blue-collar workers.
- **Attendance and punctuality:** Track attendance records and punctuality to identify patterns and address potential issues that may affect productivity.
- **Safety incidents:** Monitor the number of workplace accidents or safety incidents to assess the effectiveness of safety protocols and training programs.
- **Task completion time:** Measure the time taken to complete specific tasks, identifying opportunities for process improvement and optimization.

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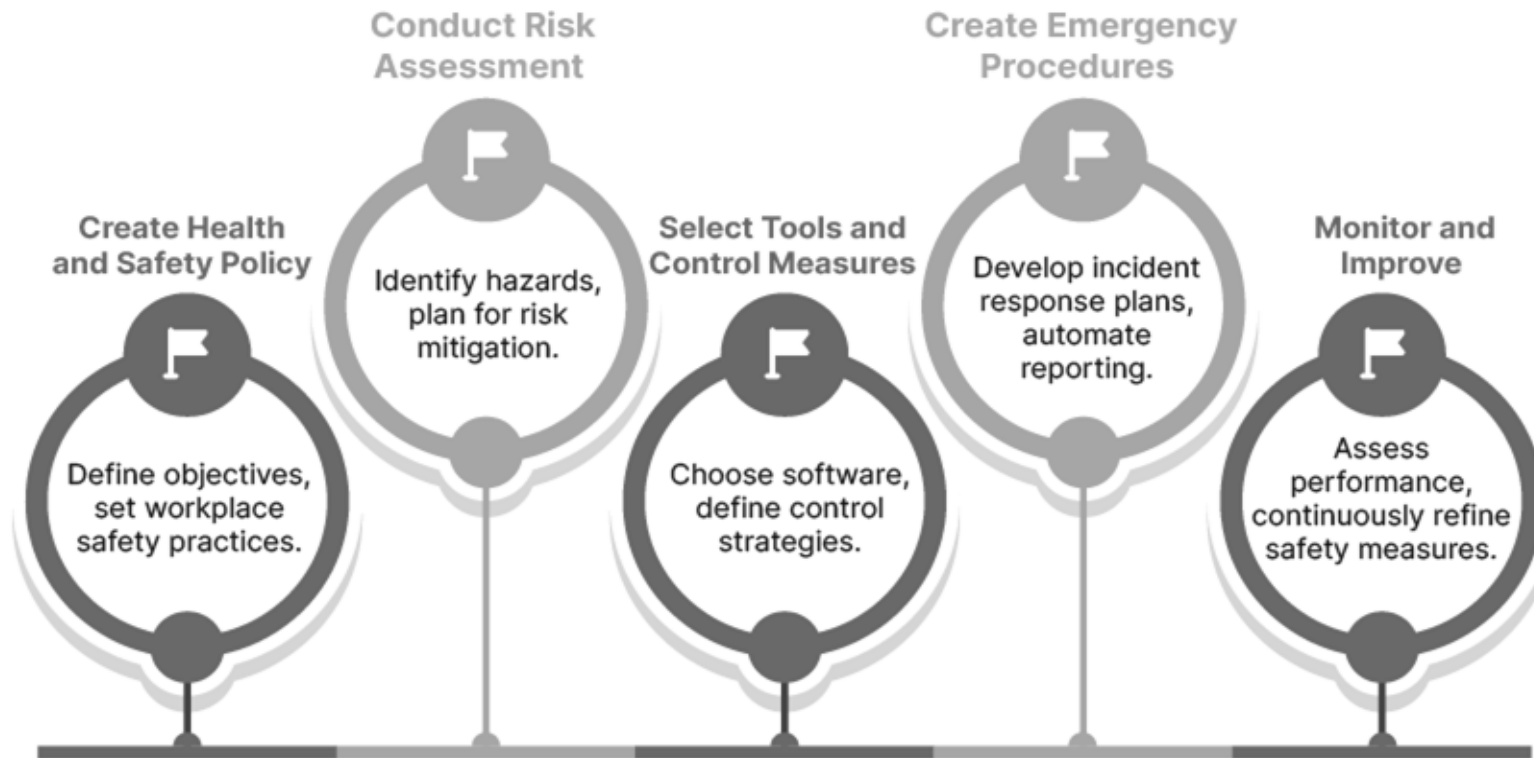


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WHY URBAN HANDS



QUALITY

Continuous improvement in all parameters and processes, TQM



PLAN AND STRATEGY

We delivery more than expected



EMPLOYEES

Trained staff for multiple management solutions



PLAN AND STRATEGY

Expertise in providing wide range of Facility management services



APPROACH

Innovative and flexible approach



THANK YOU



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