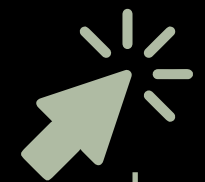


SUSQUAL

Management



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WELCOME TO SUSQUAL MANAGEMENT

As your trusted partner in full-service property management, we provide exceptional solutions that ensure seamless Operation, strong tenant relationships, and full regulatory compliance. Our services are designed to create the opportunity for you to maximize your cash flow, improve property value, and reduce the stress of the daily management of real estate investments.

AT SUSQUAL, we go beyond simply managing properties—we create lasting value for our clients, shareholders, and communities. With a focus on sustainability and growth, we don't just build spaces; we build trust and pave the way for brighter futures.

BUILDING VALUE TOGETHER, EVERY STEP OF THE WAY

~ OUR VISION

“ We work towards being nationally accepted and internationally recognized as the leading gallery of Real Estate Services with excellence. ”

Through integrity, professionalism, and a forward-thinking approach, we aspire to lead the industry, empowering our clients with services that not only meet but exceed their expectations, while leaving a positive impact on communities and the environment.

~ OUR MISSION

“ We commit ourselves to act responsible towards the environment and people by providing the community, market & our clients with the managed services that enhance their quality of lives & workplaces ”

By offering tailored, client-focused solutions, we ensure that every property we manage operates efficiently, sustainably, and in harmony with the needs of the community and the market.

WHAT FUELS OUR PASSION FOR ENHANCING LIVES!

| OUR CORE VALUES

~ QUALITY

Quality is more than a standard; it's a commitment. We deliver excellence in every space we manage, ensuring every property exceeds expectations and enhances value.

~ INTERNATIONAL STANDARDS

We combine global best practices with local expertise to ensure every property meets world-class standards, delivering top-tier quality tailored to your market.

~ INTEGRITY

Integrity is what drives everything we do. We make sure our actions match our words, building trust and fostering honest, respectful relationships with you, our clients, and partners.

~ IT'S A PARTNERSHIP, NOT JUST BUSINESS

We don't just work for you — we work with you. Every project is a partnership where we align on goals and vision, creating long-lasting relationships that bring real, meaningful value.

~ WE THINK GREEN IN ALL WE DO

Sustainability is at our core. From energy-efficient solutions to eco-friendly practices, every decision we make is designed with the future in mind. We don't just manage properties — we do it responsibly, ensuring a positive impact on the planet.

~ CULTURE CHANGE

We're redefining property management by creating livable communities that build trust with developers and investors while meeting tenants' aspirations for elevated living standards, blending innovation with collaboration.

~ LIFESTYLE SUPERVISION

We make life easier by ensuring your property runs smoothly. From concierge services to operations management, our team delivers tailored solutions that enhance every moment.

~ OPEN BOOK / TRANSPARENCY (APPROACH)

Transparency builds trust. That's why we keep communication clear and open, giving you full access to everything that affects your property. No hidden details, no surprises—just complete clarity.

~ FLEXIBILITY

No two properties are the same, and neither are our approaches. We tailor our services to match each property's unique needs, ensuring the perfect fit every time.

~ ESG COMMITMENT

We embed ESG principles in everything we do, focusing on sustainability to deliver long-term value for you, communities, and the planet.

EXPERIENCE THE SUSQUAL DIFFERENCE

SUSQUAL sets itself apart in property management with a distinct combination of innovative solutions and a commitment to sustainability. Discover what makes us the ideal partner for your property needs:

~ CLIENT-FIRST FOCUS

Every decision is driven by your goals. We tailor our services to fit your specific needs, ensuring a seamless and stress-free property management experience.

~ GLOBAL STANDARDS

We blend international best practices with deep local market knowledge to deliver top-tier service that fits your unique context.

~ SUSTAINABILITY AT CORE

Eco-friendly operations are not an add-on but a fundamental part of our strategy. We prioritize energy efficiency and responsible management to future-proof your investment.

~ COMPREHENSIVE SERVICES

From project consultancy to facilities management, our full-service approach covers every aspect of your property, streamlining processes and optimizing outcomes.

~ AI-DRIVEN CUSTOMIZATION

Our use of AI technology helps us understand your specific needs, offering personalized solutions that are more efficient and tailored to each property.

Each project we undertake is more than a milestone; it's a testament to our dedication, transforming visions into thriving communities and spaces that inspire.

OUR TEAM HAS MANAGED

+78
DEVELOPMENTS

+22
CLIENTS

+7 MILLION
SQM
BUILT UP AREAS

+280,000
SQM
RETAIL SPACES
AND SOLD PROPERTIES

2400+
LEASES MANAGED

1200+
THIRD PARTY SERVICE
PROVIDERS CONTRACTED

12+ BN
USD
MANAGED
PROPERTIES VALUES

STRATEGIC PATH TO EXCELLENCE

We drive real estate transformation through a blend of innovation, precise management, and flawless execution. Our approach combines cutting-edge technology and deep market insight to create a seamless experience for our clients and stakeholders.



INNOVATE

We stay ahead by leveraging new technologies and market trends, bringing fresh ideas to every project, and turning challenges into opportunities.



MANAGE

We complement our property management solutions with advanced tools and insights that enable data-driven decisions, ensuring efficiency and tailored personalized service for every client's unique needs.



EXECUTE

We deliver with precision and dedication, maximizing value and benefits for all stakeholders, from clients to tenants, Ensuring long-term success and satisfaction.

LET'S MAKE YOUR VISION A REALITY TOGETHER

OUR SERVICES

SUSQUAL offers comprehensive real estate services designed to optimize value, simplify operations, and create lasting impact. We deliver tailored solutions with a focus on sustainability, transparency, and excellence to meet the unique needs of every client, creating spaces that inspire and elevate lifestyles.

PROPERTY AND MALL MANAGEMENT SERVICES

SUSQUAL's property management solutions ensure your assets operate at their full potential. We provide seamless property operations, managing leases, tenants, and performance with a transparent and client-focused approach to maximize value.

PROPERTY AND MALL MANAGEMENT SERVICES

~ Expert care that enhances every aspect of your property, ensuring it operates at its best.

- | Billing of rental, recoveries, and collections
- | Debtors control & monitoring.
- | Measure performance and advise on tenant's mix, strategic options, and decisions
- | Retail leasing and consulting
- | Lease renewal negotiations
- | Vacant space management
- | Total Facilities Management
- | Project management
- | Tenant coordination
- | Carbon footprint monitoring
- | Communication, Marketing, Research and Brand Campaigns
- | Energy consumption monitoring
- | Smart Buildings: Alternative Power, Utility Management, Water and Waste Saving Initiatives
- | Financial accounting and management
- | Rent recoveries and accounts payment
- | Service provider accreditation, procurement and management
- | Supplier Development
- | Commercial, residential and leisure management services
- | Budgeting and forecasting maintenance management risk and compliance
- | Sectional title property management
- | Digital media, cloud storage, and workflow automation

FACILITIES MANAGEMENT SERVICES

Our services ensure secure and sustainable environments. By combining expertise with efficient maintenance and eco-friendly practices, we help you achieve cost-effective, high-performance spaces tailored to your goals and your property's needs.

FACILITIES MANAGEMENT SERVICES

~ Streamlined operations that keep your spaces efficient, safe, and sustainable.

- | Single point of contact for all soft and hard services.
- | Reliable, safe and productive environments.
- | Value Added Services (VAS):
Revise & audit all electromechanical operating systems to stand on optional method statement and workflow.
- | Collect and study all relevant warranties (Document management)
- | Finalize all service level agreement, scope of work, procedures, and work forms & template.
- | Performance & service quality assurance
- | Facility Manual Development.
- | Admin Support
- | Positive experiences that enhance your reputation.
- | Operations & maintenance of the facility; technical system documentation and control toolbox.
- | Security Services, Cleaning & Hygiene Services and Waste Management & Recycling
- | Landscaping & Internal Planting
- | Accommodation & Office Services
- | Reception Services & FM Help Desk
- | Corrective maintenance process
- | Project commissioning certificates and guarantees gathering from the contractors and/or suppliers.
- | Ad-hoc services.

PROJECT MANAGEMENT SERVICES

Change is inevitable, but at Susqual, we manage it seamlessly. From budgeting to quality assurance, we handle every project detail, guiding you through planning, refurbishment, and relocation.

WITH SUSQUAL, your vision is delivered with precision and expertise

PROJECT MANAGEMENT SERVICES

~ Turning visions into reality with precision, from planning to execution.

| Client representation in all project aspects In front of contractors, government, consultants and clients.

| Developing the project budget and schedule.

| Coordinating the work, monitoring costs and reviewing construction work performed by the Contractor.

| Keeping the Building Committee informed of the project progress.

| Quality management

| Space & capacity planning, budget planning, commissioning

| Relocation & move management.

| Refurbishment projects

| Events Management.

| Space planning & fit-out

CONSULTING & ADVISORY SERVICES

We help shape optimal working and living environments by addressing evolving needs in both residential and commercial spaces. Whether for development or improvement, we proactively guide you in achieving the best results. From the initial stages to strategic market positioning, we specialize in refurbishments and enhancing the functionality and appeal of retail centres, ensuring your spaces meet their full potential.

CONSULTING & ADVISORY SERVICES

~ Strategic guidance that empowers you to make the best property decisions.

- | Business continuity planning, Standard Operating Procedures
- | Accessibility and disability
- | Change management and transition
- | Estate strategies
- | Security & risk management strategies.
- | Health & safety audits and recommendations.
- | Standard Operating Procedures policies and development.
- | Sustainability & environmental strategies.
- | Due diligence
- | Tender management.
- | Conditions surveys
- | Energy saving solutions
- | Design review
- | Leasing and tenant mix strategy
- | Design, revisit and add more GLA.
- | Support Services audit & review.
- | Occupancy cost analysis & reduction Strategies
- | Property & building services maintenance, strategies & control.
- | Space & capacity planning.
- | Contract strategies & procurement.
- | Construction work acceptance, commissioning management and handover to the client

PROPERTY SALES & LEASING POWERED BY SUSQUAL

Leasing

Navigating real estate doesn't have to be complicated. We're here to support you through every stage, whether buying, selling, or leasing. Whether you're a brand looking for the perfect space to reflect your identity or a tenant searching for a place that suits your lifestyle, we ensure the right fit for your needs.

PROPERTY SALES & LEASING

~ Our focus is on retail and commercial spaces, securing prime locations and the right tenant mix. From initial planning to launch, we maximize property potential through strategic tenant selection and specialty leasing opportunities that boost revenue

● For Malls

| We specialize in both letting and estate agency services, whether you're buying, selling, renting, or letting.

| We know major retailers and realtors, acting as letting agents for many existing shopping malls and administrative buildings.

| We understand the dynamics of the retail environment, it should start with identifying the right location and creating the ideal tenant mix to suit a particular target market. We get involved from the conceptual phase to fully functioning shopping centers.

| We can assist with feasibility studies, coordinating the professional team and sourcing the right tenant mix.

| Specialty Leasing

| Add different revenue streams from communal areas.

● For Brands & Retailers

| Identify suitable retail, office, or commercial spaces that align with the brand's expansion strategy

| Negotiate lease terms, including rental costs, lease duration, renewal options, and other conditions.

| We represent the brand in discussions with landlords, property managers, and brokers

For all leasing inquiries, reach us at:



leasing@susqual-management.com

TECHNOLOGY & INNOVATION

Get seamless management for your properties with our advanced software, giving you real-time access to your portfolio from anywhere. We handle every aspect—from tenant relations to security and maintenance—ensuring your assets run smoothly.

Our commitment to sustainability drives us to optimize energy use and minimize carbon

OUR OWN INTUITIVE PROPTech & REAL ESTATE OPERATING SYSTEM

~ COMPREHENSIVE ASSET & FINANCIAL MANAGEMENT PLATFORM

Our platform integrates facilities and financial management, business intelligence, and mobility features into one industry-leading solution. Purpose-built workflows ensure alignment with international best practices, enhancing operational efficiency while maintaining data integrity.

Our CAFM (Computer Aided Facilities Management) system offers end-to-end facilities management, with automated triggers for scheduled maintenance, real-time performance monitoring, and task tracking. This ensures that all tasks are completed seamlessly, providing you peace of mind that the job is done right.

~ PROPERTY AND FACILITY MANAGEMENT SOFTWARE

Transforming real estate development, property management, and facility management software has become indispensable for developers, serving as critical tools for thriving in today's fast-paced market.

PROPERTY MANAGEMENT SOFTWARE

focuses on automating and managing tasks related to rental properties, including lease tracking, tenant communications, rent collection, and financial reporting. It provides a centralized platform to oversee operations across residential, commercial, or mixed-use portfolios.

FACILITY MANAGEMENT SOFTWARE

ensures the efficient maintenance and functionality of physical spaces. It manages tasks such as equipment maintenance, vendor coordination, energy management, and compliance tracking, helping to ensure that facilities operate smoothly and cost-effectively.

TO RESIDENTS

- All community and home services from one application.
- Convenience: Online rent payments, service requests, and communication.
- Faster Resolutions: Efficient tracking and prioritization of maintenance tasks.
- Better Living Standards: Well-maintained facilities and enhanced security.
- Visitor Management: Digital check-ins, access control, and real-time visitor tracking for enhanced security and convenience.

TO DEVELOPERS

- Operational Efficiency: Centralized management for leases, finances, and maintenance.
- Enhanced ROI: Automated processes reduce costs and increase profitability.
- Scalability: Manage portfolios of any size with ease.
- Regulatory Compliance and Risk Mitigation.

TO OWNERS

- Increased Property Value: Regular maintenance and satisfied tenants.
- Financial Transparency: Real-time insights into income and expenses.
- Risk Mitigation: Compliance tracking and reduced liabilities.

OUR SOLUTION IS DIFFERENT

- All-in-One Solution: Manage leases, finances, maintenance, and communication in one platform.
- Data-Driven Insights: Real-time analytics for smarter decisions and increased ROI.
- Tenant Satisfaction: Online portals for payments, requests, and seamless communication.
- Scalable and Flexible: Grows with your portfolio, no matter the size.
- Automation & Security: Save time with automated tasks and enjoy top-tier data protection.



~ GUIDED BY EXPERTISE, DRIVEN BY INNOVATION

Our Founders and Top management bring a wealth of experience in real estate, combining deep industry knowledge with hands-on expertise. This strong foundation allows us to confidently handle complex challenges, delivering tailored solutions that exceed expectations.

Under the leadership of our CEO, who has over 20 years of experience in leading major global companies, we ensure a commitment to excellence, innovation, and sustainable growth in every project. His guidance shapes our vision, driving us to provide top-tier service and results to our clients.

FOOTPRINTS OF SUCCESS!

Experience how thoughtful management transforms real estate and facilities.

Our Founders and Top Management team have been managing projects that reshaped communities by enhancing the way people live, work, and connect, all while delivering impactful results.

Highlights of Projects Led by SUSQUAL's Leadership Team

Property and Facilities Management Services

~ EGYPT PROJECTS

- Mountain View compounds
- PriceWaterhouseCoopers HQ
- Palm Hills Projects.
- Raya Smart Buildings
- Emaar Maarasi North Coast
- British Council
- African Export & Import Bank
- EFG Hermes

~ EAST AFRICA PROJECTS

- Planet House compound
- Valley Oak compound
- Windy Ridge Residential compound
- Westwood Residential compound
- The Hub Karen Mall
- The Hub Kileleshwa
- 90 JGO offices building
- Waterfront Mall
- Rapha Square Mall
- Janus Continental Group
- Entertainment venues: Family Entertainment centers, Adventurers and games centers.


We appreciate the opportunity to introduce SUSQUAL and share how we can help elevate your property management experience.

Our commitment to excellence, innovation, and sustainability drives us to deliver results that go beyond expectations. We look forward to partnering with you and transforming your vision into reality.

READY TO MAXIMIZE YOUR PROPERTY INVESTMENT?

Contact us today to know more about our services
and how we can help you achieve your goals.

~
+2 010-9342-3482
+2 012-1157-2622

 **Egypt Office:** Hyde Park Business District Building 4 , office 218,
New Cairo, Cairo - EGYPT

www.susqual-management.com
info@susqual-management.com