

FUTURE HORIZON

INTEGRATED FACILITIES MANAGEMENT · KUWAIT

Company Profile

Future Horizon provides integrated facilities management, technical solutions, and operational advisory services designed for smarter, safer, and more efficient environments.



— ABOUT US

A Kuwait-based partner for well-run facilities.

Future Horizon is a facilities management company headquartered in Kuwait. We were established to give building owners and operators a single, dependable partner for the care of their facilities, from day-to-day maintenance and support services to the systems and training behind them.

As a new company, we know trust is earned on site. That is why we work to clear scopes, documented procedures and transparent reporting, and why we hold ourselves to standards our clients can check. Our ambition is to grow in Kuwait and, over time, to serve clients across the region.

Future Horizon provides integrated facilities management, technical solutions, and operational advisory services designed for smarter, safer, and more efficient environments.

— VISION

To become a trusted name in integrated facilities management in Kuwait and the wider region, known for well-run buildings and well-trained people.

— MISSION

To provide integrated facilities management, technical solutions and operational advisory that make our clients' environments smarter, safer and more efficient, through structured processes, capable teams and transparent reporting.

OUR VALUES

The principles we hold ourselves to.

Integrity

We say what we can deliver, and we deliver what we say.

Safety first

No task is urgent enough to be done unsafely.

Quality

Clear standards, checked work and records that show it.

Accountability

One point of contact who owns the outcome.

Continuous improvement

Every review is a chance to do the job better.

Respect

For our clients, for the people who use their buildings, and for our own teams.

OPERATIONAL APPROACH

Assess → Plan → Deliver → Monitor → Improve

Every contract follows the same cycle, so service is planned, measured and improved rather than left to chance.

01	02	03	04	05
Assess	Plan	Deliver	Monitor	Improve
We survey the site, assets and current arrangements to understand what is needed.	We define scope, standards, staffing, schedules and the KPIs we will report against.	Trained, supervised teams carry out the work to agreed procedures.	We inspect, record and report on performance so you always know where things stand.	We review results with you and adjust the service as your needs change.

One contract · one team · one standard

Instead of managing several contractors, you work with one partner who coordinates every service, reports against shared KPIs and takes responsibility for the result.

OUR SERVICES

Eight service lines, one coordinated operation.

HFM Hard Facilities Management

Planned and responsive maintenance of the building systems that keep a facility running: HVAC, MEP, electrical, plumbing and the civil fabric of the building.

HVAC maintenance MEP systems Electrical maintenance Plumbing and drainage
Civil and building-fabric maintenance Planned preventive maintenance (PPM) Corrective and reactive maintenance
Asset management and asset registers Technical operations

Designed to reduce unplanned breakdowns, extend asset life and keep a clear maintenance record for every system.

SFM Soft Facilities Management

The day-to-day services that shape how a building looks and feels to the people who use it.

Cleaning Housekeeping Landscaping Pest control Waste management Concierge and reception
Support services

Consistent service standards, supervised teams and clean, well-presented spaces.

ELV Security Systems and ELV

Installation, maintenance and monitoring support for the security and low-current systems that protect your people and property.

CCTV systems Access control Monitoring ELV systems Low-current systems: data, intercom, public address

Reliable systems maintained to manufacturer requirements, with faults identified before they leave gaps in coverage.

PTW Projects and Technical Works

Fit-out, renovation and minor works delivered with the same planning and site discipline as our maintenance services.

Fit-out works Renovations Refurbishment Painting Flooring Waterproofing Minor civil works
Furniture installation and relocation

Works planned around your operations to keep disruption to occupants as low as possible.

OUR SERVICES (CONTINUED)

CON FM Consultancy

Advice to set up, review or improve how your facilities are run, whether you manage them in-house or through a provider.

FM strategy Operational audits Mobilisation planning Performance improvement Cost optimisation
Asset strategy KPI frameworks SLA development Tender and contract support

Decisions based on a clear picture of your current operation and what it needs to achieve.

TRN Training and Professional Development

Practical training programmes that build the skills facility teams use every day, delivered on site or in workshops.

FM fundamentals Technical skills Health, safety and environment (HSE) Customer service
Supervision and team leadership Operational competency

Teams that understand the standard expected of them and how to meet it.

SOP SOPs and Operational Systems

Written procedures and working tools that make good practice repeatable across shifts, sites and teams.

Standard operating procedures Operations manuals Checklists Reporting templates Workflows
Quality control Emergency-response procedures

Less reliance on individual memory, and a clear basis for training, audits and handovers.

ENR Energy and Sustainability

Practical measures to reduce energy and water use without compromising comfort or operation.

Energy-efficiency reviews Utilities monitoring Water conservation Sustainability initiatives
Operational optimisation

Aimed at lowering running costs and giving you a measurable record of resource use.

Need more than one service?

Combine any of these services into one integrated contract, with one point of contact, one reporting line and shared KPIs.

INDUSTRIES WE SERVE

Service models adapted to how each sector operates.

Commercial buildings

Office towers and business centres where tenants expect reliable systems and well-kept common areas.

Residential properties

Compounds and residential towers where the building is also people's home.

Retail and malls

High-footfall environments where cleanliness, comfort and safety affect trading.

Hotels and hospitality

Guest-facing properties where every fault is noticed and every room counts.

Healthcare

Clinics and hospitals where the condition of the facility directly supports patient care.

Educational institutions

Schools, colleges and universities working to term-time and holiday cycles.

Industrial facilities

Plants, warehouses and logistics sites where downtime costs production.

Government and public facilities

Ministries, public buildings and service centres that serve the public every day.

Mixed-use developments

Developments that combine residential, retail, office and leisure space.

WHY FUTURE HORIZON

Integrated service solutions

One partner coordinating technical, support and advisory services under one contract and one point of contact.

Quality and operational excellence

Defined standards, supervision and inspection built into every service we deliver.

Technology-driven approach

Structured work orders, asset records and regular reporting that show you what is being done and when.

Tailored solutions

Scopes built around your building, your users and your budget, not a fixed package.

Safety and compliance

Risk assessments, permit-to-work and HSE procedures applied on every site.

Sustainability and efficiency

Operating practices aimed at reducing energy, water and waste over the life of the building.

TRAINING & CONSULTANCY

Expert guidance for stronger, more structured facility operations.

Beyond delivering services, we help organisations build the structure behind them: assessments, SOPs, KPIs and training that their own teams can use long after we hand over.

ASM

FM operational assessments

A structured review of how your facilities are run today, with prioritised, practical recommendations.

DEP

Department development

Organisation structures, roles, responsibilities and reporting lines for in-house FM teams.

SOP

SOP development

Procedures, checklists and forms written for your sites and the people who will use them.

CMP

Staff competency development

Competency frameworks, skills assessments and targeted training plans.

MNT

Maintenance strategy

PPM schedules, asset criticality and the right balance between planned and reactive work.

KPI

KPI and SLA development

Measures that reflect what matters to your organisation, and service levels that can actually be managed.

CST

Cost optimisation

A review of contracts, staffing and consumption to find where spend can be reduced without lowering standards.

QMS

Quality-management systems

Inspection regimes, internal audits and corrective-action processes for consistent service.

OPX

Operational excellence

Continuous-improvement routines that keep performance moving forward after the engagement ends.

Training programmes

FM fundamentals, technical skills, HSE, customer service, supervision and operational competency, delivered on site, in workshops or as tailored programmes.

QUALITY, HEALTH, SAFETY & ENVIRONMENT

No task is so urgent that it cannot be done safely.

Safe work and consistent quality are part of how every task is planned, not a check at the end. We are developing our integrated management system in line with the principles of ISO 9001 (quality), ISO 14001 (environment) and ISO 45001 (occupational health and safety).

WE COMMIT TO

- ✓ Protect the health and safety of our employees, clients, building users and the public
- ✓ Comply with applicable Kuwaiti laws and regulations, contract requirements and client site rules
- ✓ Deliver services to defined, documented and measurable standards
- ✓ Reduce our environmental impact through responsible use of energy, water, chemicals and materials
- ✓ Give every employee the training, equipment and authority to work safely and stop unsafe work
- ✓ Investigate incidents and complaints and act to prevent recurrence
- ✓ Review our performance regularly and keep improving

On every site

- ✓ Risk assessments and method statements
- ✓ Permit-to-work for high-risk activities
- ✓ Daily toolbox talks and suitable PPE
- ✓ Incident and near-miss reporting

Quality assurance

- ✓ Documented procedures for every service
- ✓ Supervisor inspections with checklists
- ✓ Internal audits and corrective actions
- ✓ Regular reporting against agreed KPIs

Tell us about your facility.

Share your requirements and we will prepare a proposal based on your site, scope and the service standards you need.

Head office Kuwait
