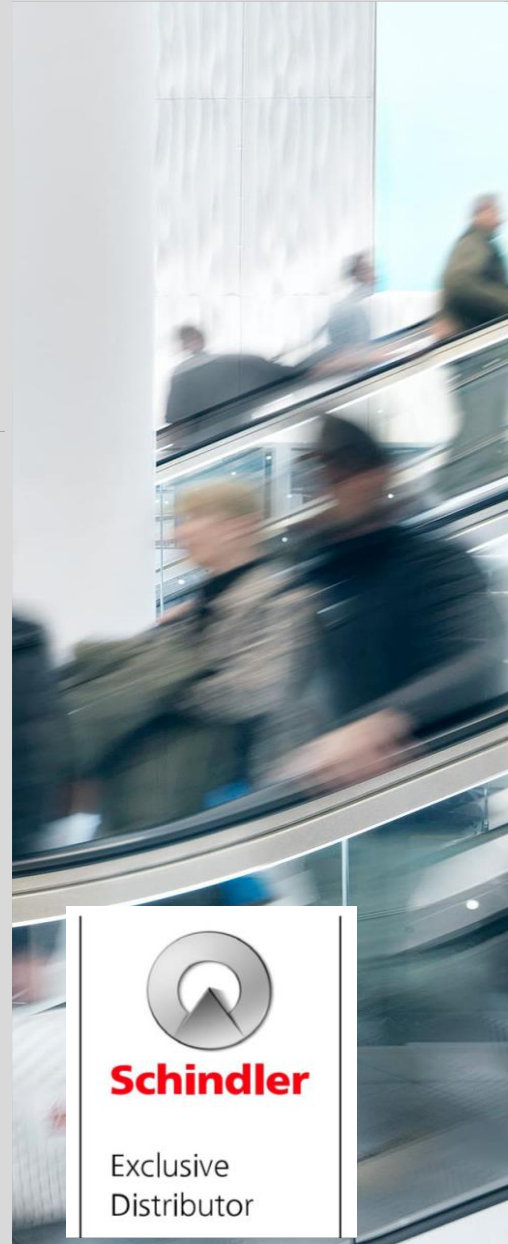




Mass International Co. LLC.
Since 1974



Welcome 2023

Company Profile

Schindler Exclusive Distributor Oman

Oldest Elevator & Escalator Company in Oman since 1974.
ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018.



The company specializes in the latest technology,
Swiss Engineering as well as mechanical and microprocessor technology-based products design and rigorously tested for safety, comfort, efficiency and reliability.



- Exclusive Distributor of **Schindler** Management - Switzerland from **50 Years**.
- **Was established in the year 1974.**
- Oldest Electro-Mechanical, Elevator & Escalator Company in Oman since 1974.
- Preferred & trusted Elevator & Escalator Company in Oman for Villas & Big Projects.
- First Company to start Operations in Salalah, Nizwa & Sohar.
- Only E&E company to have customers from all verticals of all industries; Ministries, Palaces, ROP, Royal-Court Affairs, Royal Opera, Hotels, Embassies, Universities, Colleges, Hospitals, Petro-Chemical/ Cement/ Industrial Plants, Residential, Commercial, Shopping centers, Villas.
- Certified- **ISO 9001:2015, ISO 14001:2015, ISO 45001:2018.** Award winning company for **Safety & Quality**

Mass International Co LLC

Since 1974.

Introduction & History



A network of more than 5 branches, reach till every corner of Oman.

Integrated operations close to markets, enabling efficiency gains & customer satisfaction.



Highly qualified management,

Experienced & Skilled manpower to take high priorities keeping safety and quality in focus.

Mr. Lateef Shahdad

Chartered Marketer (Fellow -FCIM) UK
General Manager

Mr. Jayaraj P.

Technical & Field Operations Head

Mr. Santhanam .S

Head Existing Installation

Mr. Manoj Zacharia

Finance & Accounts Manager

Mr. Adil Al Abri

HR Manager

Mr. Hariharan S.

Regional Branch Incharge Dhofar/Salalah

Mr. Ananthu.

Regional Branch Incharge Al Batina

Mass International Co LLC

Since 1974.

Management in Action

Key Contacts

Our Reliable Team in Oman

Highlights & Company News

ROP Three Facility Building at Qurum, Sohar, Auqad, Al Khuwair

Khazaen Head Quarters Building

Khazaen Fruits and Vegetable Market

The Gate Project, Azaiba

Seven Seas Head Quarters, Muscat

Bait Bahjat Al Andaar Palace, Sohar

Umm Al Manther School, Nizwa

ROP Jabal Akhdar Complex

Wafa Walk, Salalah

Indian School Wadi Kabir

Barr Al Jissah

AVANI Hotels.

*ISO 9001:2015 (Quality Management System),
ISO 14001:2015 (Environmental Management
System) and ISO 45001:2018 (Occupational
Health & Safety Management System).*

*Awards –Schindler Quality & Safety Champion
2022*



Latest Key Highlights of 2022/23

MASS
INTERNATIONAL

MI

Our Valued Customers since 1974



جامعة السلطان قابوس
Sultan Qaboos University



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



شركة تنمية نفط عُمان
Petroleum Development Oman



بر الجصة
BARR AL JISSAH
عمان OMAN

AVANI HOTELS

TULIP INN
MUSCAT - HOTEL

روتانا
Rotana

Citadines
APART' HOTEL

THE ASCOTT
LIMITED
A Member of CapitaLand



W
HOTELS

المدينة alMadina
REAL ESTATE COMPANY S.R.O.C العقارية ش.م.ع.م



شركة مسقط لتوزيع الكهرباء
Muscat Electricity Distribution Company
إحدى شركات مجموعة نماء
Member of Nama Group

كارفور
Carrefour

A'SAFFA FOODS
للأغذية
الصفاء

المدهش
Al Mudhish

مصفاة الدقم
DUQM REFINERY

أوربك
Orpic

ديلم
Diam



BADR AL SAMAA
GROUP OF HOSPITALS

طيبا
taiba



Waleed Pharmacy

QNB
Qatar National Bank

بنك مسقط
BankMuscat

الوطن
AL WATAN



Schindler
Exclusive Distributor

Historical Connection in Oman since 1974 -2023



The management of the company is associated as foreign investor in Oman and operates under commercial registration in Sultanate of Oman having corporate relations with many reputed companies who are one of the biggest corporate houses across globe.

With such a robust corporate experience of this Group Mass International is enjoying historical reputation in the Sultanate of Oman.

Schindler has more than **2000** installations in Oman and is considered to be the oldest Elevator and Escalator Company in Oman.

Mass International was first company to install an Escalator in Oman. And first commercial mall installation of Elevators & Escalators in Oman.

Largest Elevator installations in Salalah as compared to any other company with more than **350** units under maintenance.

Registered offices in Muscat, Sohar, Salalah and manned locations in Nizwa ,Duqm. Operations in Ibri, Ibra, Sur, Bahla, Shinas.

Mass International Co LLC

Since 1974.

Corporate Profile & Management

Historical Connection in Oman

Schindler

We Elevate...



Schindler your First Choice



Schindler

Exclusive
Distributor

Schindler Overview – Global Product Lines

Our solutions for your building



Schindler Overview – Global Product Lines

Our solutions for your building

Schindler CleanMobility solutions



Schindler PORT Technology



Schindler Overview – Global Product Lines

Our solutions for your building



Elevators



Escalators



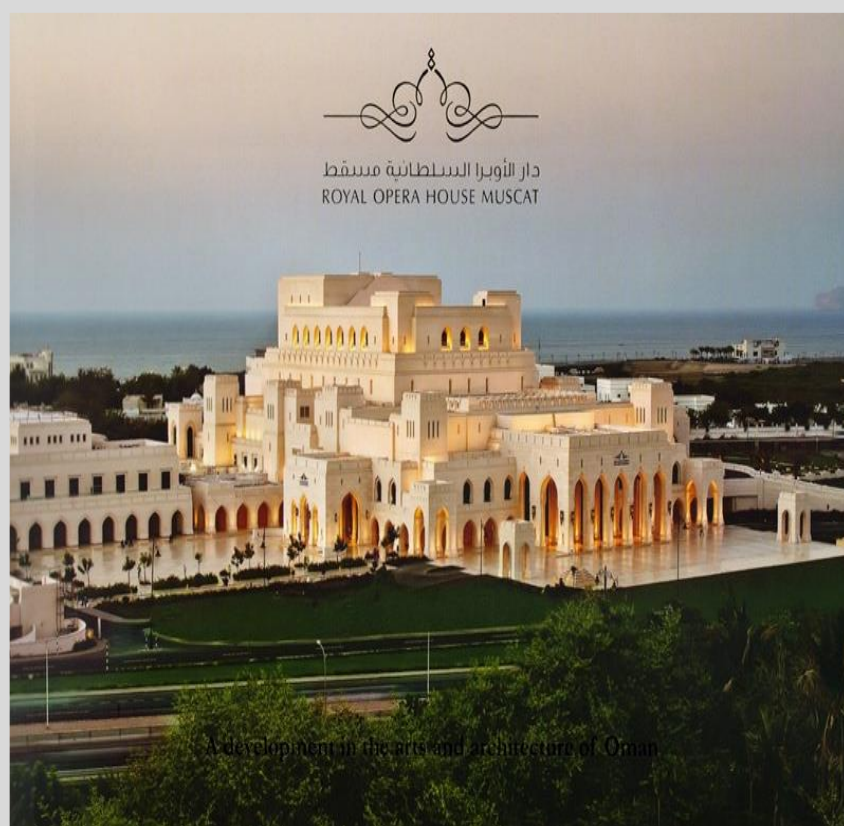
Moving walks



Transit Management



جامعة السلطان قابوس
Sultan Qaboos University



دار الأوبرا السلطانية مسقط
ROYAL OPERA HOUSE MUSCAT

A development in the arts and architecture of Oman



BADR AL SAMAA
GROUP OF HOSPITALS



Royal Opera/Royal Court -

Al Husn Palace, Razat Farms ,Roya Cavilery, Security Unit, Bait Bahjat Al Andaar

Royal Oman Police-

Jabal Akdhar Police Station, Buraimi , Forensic Lab Seeb

Universities/Colleges-

Sultan Qaboos University (SQU)

Nizwa University

Nursing College (SQU)

Modern College, Al Zahra College

Hospitals-

SQU Hospital /Nizwa Hospital

Badr Al Sama Group of Hospitals

Sohar Women and Child Hospital, Atlas, Al Razi

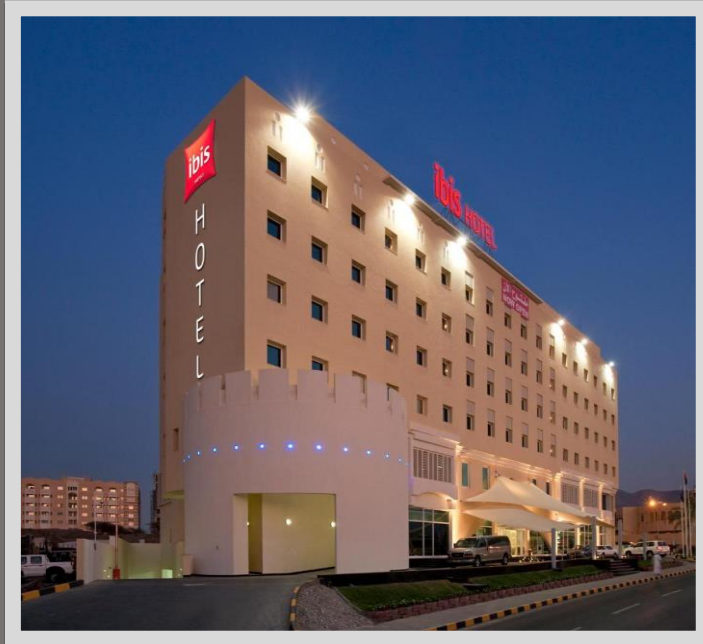
Ministries-

The Ministry of Awqaf Building, Manpower, Transport & Communication, Defense, Justice, Heritage, Oil & Gas, Health, Sports.

Mass International Co LLC

Since 1974.

Projects & Cliental We Serve



Hotels –

Tulip Inn Muscat, **W** Hotel, Crown Plaza Salalah, Rotana, Citadines, AVANI, ibis, Tulip Inn downtown, Al Maha, Muscat International, Gulf Crown, Sun City Dhofar Hotel, Haffa, Hamdan House Salalah.

Shopping Centers-

Shams Al Sarooj Restaurant Complex
Shaati Al Qurm, Mazoon Complex Ruwi, Paris Gallery, Al Harthy Complex, Sohar Shopping, Life Avenue Nizwa, Carrefour Saadah.

Embassies - US, French, Singapore, Palestine.

Oil & gas-

Petroleum Development of Oman, Orpic Sohar, Duqm Refinery.

Ports –

Port of Duqm.

Sports Stadium

Salalah Sports Stadium, Oman Cricket Academy.

Mass International Co LLC

Since 1974.

Our Valued Partners & Clients



Hidral

Largest Supplier Platform Lifts and Dumbwaiters in Oman.

Platform Lifts, Scissor Lifts, Stage Lifts, Dumbwaiters, Accessibility, Dock levelers.

Tormax

Automatic Sliding Doors, Automatic Swing Doors, Revolving Doors, Hermitic Doors, Count+Go

SHIPS/ FERRIES

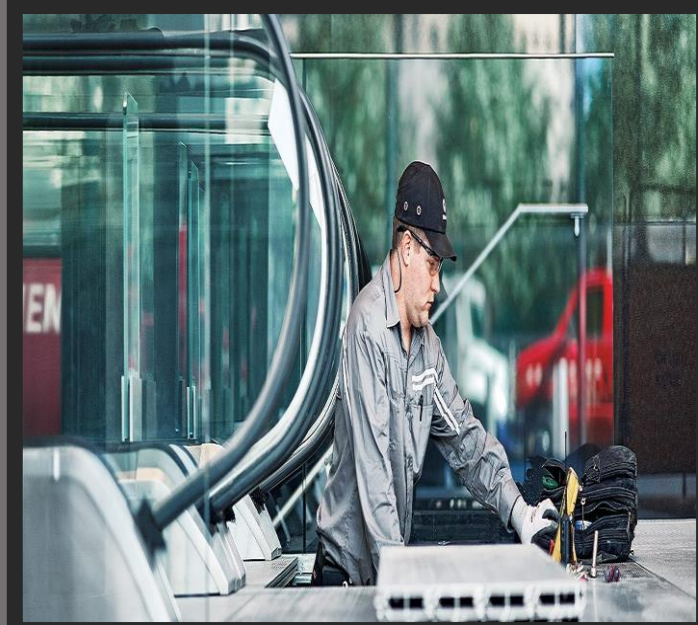
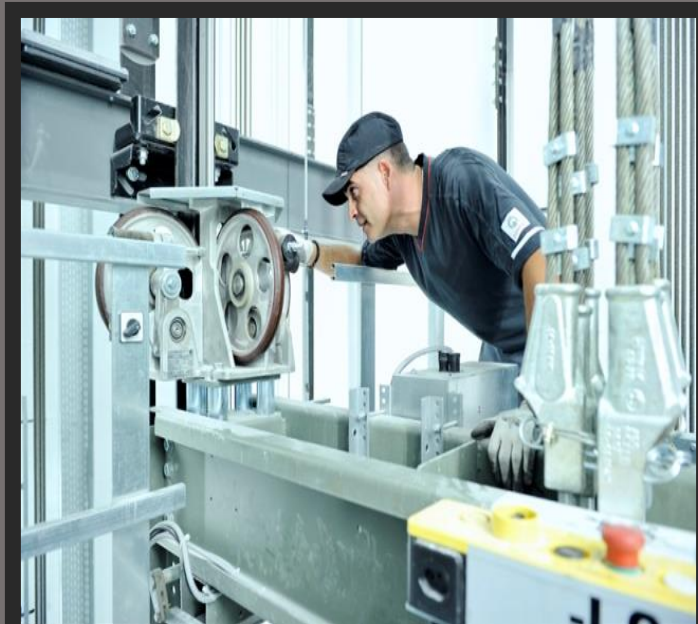
We have the privilege of Installing Schindler elevators in ships and Ferries.

Mass International Co LLC

Since 1974.

Products we support

Vitality in Our Offering



Routine Maintenance Service

- Any replacement of parts, necessary to keep the lift in full & satisfactory service.
- Attend any breakdown calls within 2 hours and neutralizing the problem within 24 hours.
- Key Service Attributes - Trouble shooting.
- Performance monitoring & enhancing.

Comprehensive Maintenance Scheme

Under this operation, in addition to the service offered.

- We replace or repair at our cost as situation warrants any of the component, parts in the installations subject to exclusions and thereby offer a Comprehensive Maintenance Service ensuring safe and satisfactory working of the installation.
- Key Service Attributes -Trouble shooting. Performance monitoring & enhancing more, less down time and continuity.

Mass International Co LLC

Since 1974.

**Service & Maintenance
Excellence**

(RAS)

Reliable Available Serviceable

Emergency Service

Attend any breakdown calls day or night, 24/7 as quickly as possible.

As on date we attend 100 % calls within 2 hours of notice.

Rescue Operations

We carry out safe and complete rescue operations when a passenger is trapped inside the lift

This operation is carried out by a team who are trained specially for this activity.

This activity is carried at any time of the day or as per the nature of service contract.



Emergency Service, Preventive Maintenance - Reactive Maintenance

Computerized Help Desk Support

We have a strong help desk support, which helps our service infrastructure in a comprehensive way. It carries out break down calls and analyzes and checks system performance to upgrade the uptime for lifts.

Specialized Services

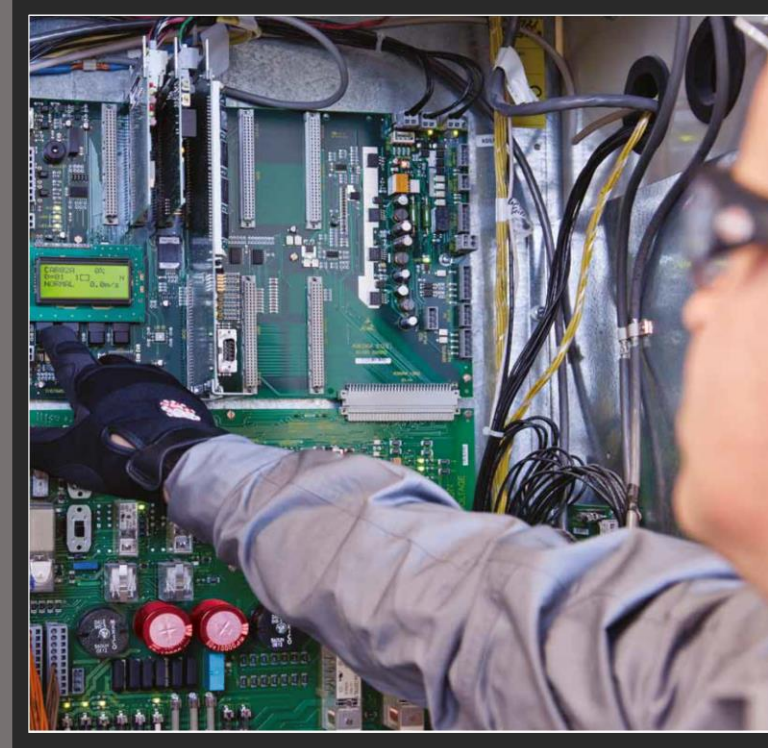
We offer specialized services to cater high demand of uptime or required % of availability.

Outsourced Services

We carry outsourcing services as and when required for specialized projects.

Customized & Enhanced Support

Support required in customized way to increase availability and contained attention to satisfy customer enhanced needs & support.



Service Reliability & Availability

Types of Service Capabilities

Gold Service - Royal Service

It is for those customers who need almost daily attention to keep 100% uptime. In this case regular system performance is carried out and work is carried out at any time to keep uninterrupted service on going like in Deewan or Royal Places, Hospitals, Cement plants, Ships.

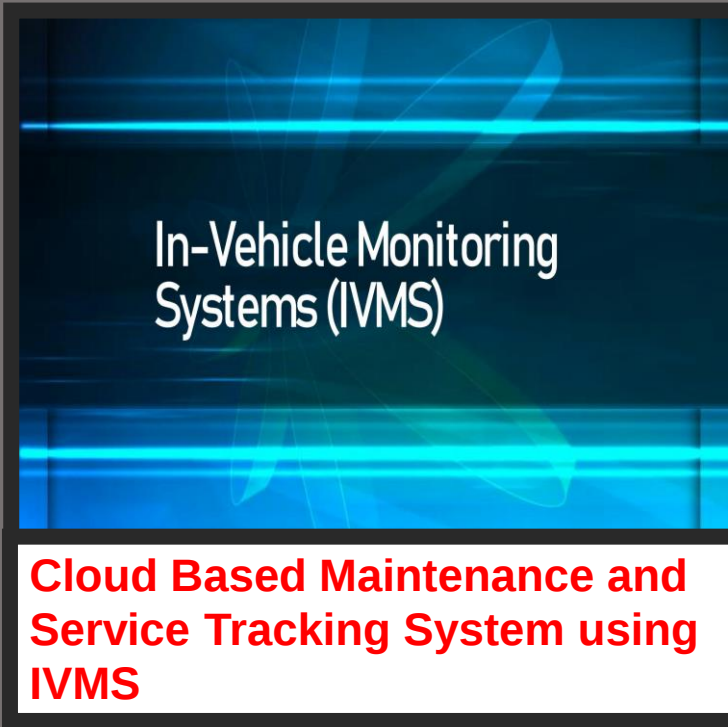
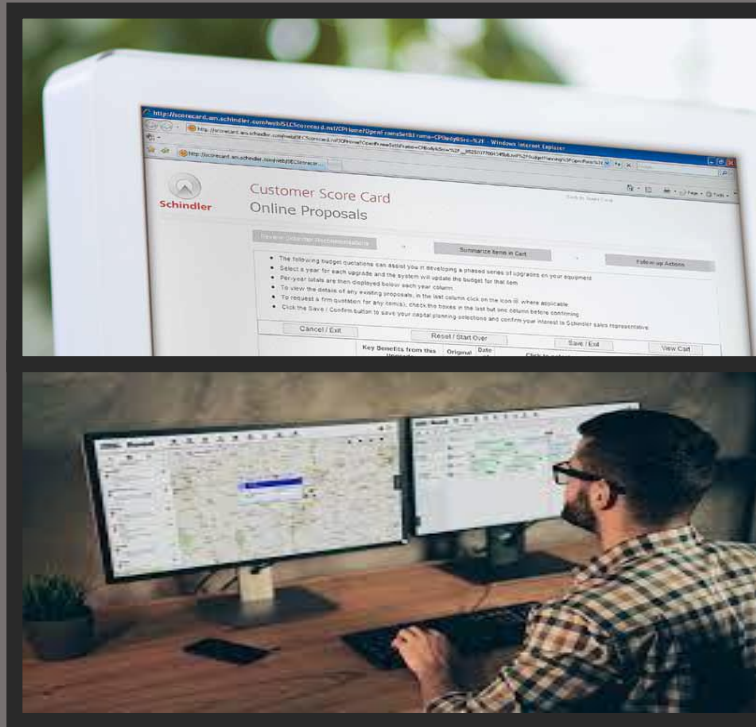
Silver Service – Queen Service

It is for those customers who need most regular service to keep their up time high. In this case weekly service is provided to check the system performance and an extra service is provided along with routine maintenance.

Bronze Service - Normal Service

This is the general service offered as per the manufacturer's guidelines. In this case routine maintenance is offered with emergency service and other related services.

Revolutionize Your Relationship



Service Reliability & Availability

Confirmation Program of Safety Inspection of lift components (CPSI)

- Life cycle stages in which health and safety impacts of products and services are assessed.
- The health and safety impacts of products are fully integrated into every phase of their life cycle, from the design phase to disposal, reuse or recycling.
- The Product Cycle Process (PCP) is one of Schindler's key research and development processes and underscores its commitment to product safety. The PCP is a four-stage process.

Schindler Acceptance Inspection Standards (SAIS)

- Installation safety is the topmost priority with Schindler's universal installation standards.
- SAIS puts a new elevator through the rigors of a series of checks to test over 300 physical items and includes a full speed drop test with down force check at 125% of rated load. An elevator will not be certified and put into service until it passes the test.
- SAIS is not only a test, it amounts to a uniform set of aligned standards, based on the European Standards EN-81/EN-115.
- SAIS provides a common base to measure safety compliance for the Schindler Group worldwide.
- SAIS thus ensures that clients around the world benefit from higher standards achieved by Schindler teams globally.

**QUALITY
&
SAFETY**



CPSI

Quality & Monitoring Schindler Global Quality Compliance

Certificate CH19/0437

The management system of

Mass International Co LLC

Office No 22, 2nd Floor, Building No 777, Way No 4508, Al Khuwair Post Box: 2204, PC 112, Muscat, Sultanate of Oman

has been assessed and certified as meeting the requirements of
ISO 9001:2015

For the following activities
Sales, Supply, Installation, Maintenance, Repair and Modernization of Elevators, Escalators,
Moving Walks and Automatic Doors.

This certificate is valid from 19 May 2022 until 13 May 2025 and remains valid subject to satisfactory surveillance audits.
Issue 2. Certified since 14 May 2019.

Authorised by

D. Willemijn Jan Leemken

SGS Société Générale de Surveillance SA
Technoparkstrasse 1, 8005, Zurich, Switzerland
t+41 (0)44 445-16-80 - www.sgs.com



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Page 1 / 1



SGS



ISO CERTIFICATION

**ISO 9001:2015, ISO 14001:2015
& ISO 45001: 2018**

Our Accreditations & Certificates

MASS
INTERNATIONAL

MI

COVID-19 Pandemic Situation Handling

- Reduced staff & Restricted entry in Office
- Temperature monitoring before entry in office
- N95 Masks for Field staff
- Quarantine of COVID-19 +ve employees
- Policy & Prevention of COVID.
- 100% Vaccination for All the employees.



Covid-19 Pandemic Situation Handling



Support & Services- Warehouse & Stores

Training and Knowledge Centre

- **Safety and Skills Training** are conducted periodically to improve the Employees knowledge and to enhance the ability to be aware and cautious during the work procedures.
- **SAFE Station Training** conducted to enhance the Safety culture in the company.
- **Theory training and On the job, evaluations** done in order to evaluate the skill levels and safety awareness of the field staff.
- **Skill and Motivations Trainings**



Training and Knowledge Center

Al Batinah/Sohar Oman

- Well-equipped office resources & infrastructure.
- Important customers Oman Chamber of Commerce, ORPIC
- Total installation/Orders in and around Sohar **105** Schindler units, with **24/7 service support**.

Dhofar /Salalah

Largest Elevator installations in Salalah as compared to any other company. First company to install Escalator in Salalah.

- Important customer Ministry of Sports (Sports Stadium Salalah, Al Husun Palace, with **24/7 service support**.
- Total units under maintenance over **350** units.
- With well equipped office infrastructure and resources.

Ad Dakhiliyah/Nizwa

- Office location in Nizwa covering Bahla, **Jabal Akhdar**, Ibri and other connected locations. Serving esteemed customers like Nizwa Hospital from last 30 years & Nizwa University & **Jabal Akhdar** .

Al Wusta/ Duqm

- Office Location in Duqm servicing ORPIC, Port of Duqm and all other customers with **24/7 service support** available in Duqm.



Our Reach & Networking in Oman Branch Structure



Safety Golden Rules

NO Go List

HSE POLICY/PPE's

Safety

To protect my life and the life of my colleagues

- ✓ I respect Safety instructions & training & STOP work if I have any doubts.
- ✓ I always use Personal Protective Equipment & the right tools & methods.
- ✓ I behave as a safety role model.
- ✓ I report Unsafe Events and prevent recurrences.
- ✓ I identify hazards, keep workplace safe & tidy.

...so we all return home safely to our families...



Personal Protection Equipment (PPE)

PPE's are Safety Gears that protects us from work-related hazards. Designed to protect a person when Engineering or Administrative Controls are not feasible. Always wear PPEs when it is required



Mass International Co LLC

Since 1974.

Quality & Safety Assurance

ACCIDENTS— ACTUAL/REPORTED = **ZERO**



- **Safety**
- **Create Value for the Customer**
- **Trust & Transparency**
- **Commitment to Develop People**
- **Quality**
- **Integrity**

Mass International Co LLC

Since 1974.

Shared Values & Vision



Email- info@massinternational.om

Website - [About Us | Schindler Middle East & North Africa](#)



- <https://www.facebook.com/schindlergroup/>



- https://www.instagram.com/schindler_group/



- <https://www.linkedin.com/company/schindler-group>

MASS
INTERNATIONAL

MI

Muscat (HQ) Office :

No – 22, 2nd Floor
Building No -777,
Way No: 4508,
Block No – 245,
Al Kuleiah Street,
Al Khuwair, Sultanate of Oman.

Muscat- ☎ -24487628/
24487268/24483418
Fax- 🖨 24489708

Branches :

Salalah - ☎ 23295446
Fax - 🖨 23295446

Sohar- ☎ - 92756606
Fax - 🖨 26754644

Nizwa - ☎ - 98048254

Duqm - ☎ - 93894383

OFFICE LOCATION

LANDMARK-

NEAR SAFEER INTERNATIONAL HOTEL, AL KHUWAIIR