NORTH BENGAL ENGINEERING LTD.

Integrated Facilities Management

A MESSAGE BEFORE WE INTRODUCE OURSELVES

Every successful organization is built on more than strategy, technology, or financial performance. It is built on the environments where people work, innovate, collaborate, and create value every single day.

Behind every productive workplace is a facility that functions seamlessly. Behind every uninterrupted business operation is an invisible network of engineering systems, technical expertise, operational discipline, and dedicated professionals working together to ensure that everything performs exactly as it should.

Facilities Management is often viewed as a support function. At North Bengal Engineering Ltd. (NBEL), we believe it is something far greater.

We believe Facilities Management is a strategic business function that directly influences operational continuity, employee wellbeing, customer experience, regulatory compliance, energy efficiency, asset performance, and long-term business resilience.

A well-managed facility does not merely reduce maintenance issues; it protects investments, minimizes operational risk, extends asset life, improves workplace productivity, and strengthens an organization's ability to grow sustainably.

As organizations become more digital, interconnected, and environmentally responsible, the expectations placed on Facilities Management continue to evolve. Today's clients require more than maintenance contractors. They seek trusted partners capable of combining engineering expertise, operational excellence, innovation, and measurable performance into one integrated solution.

That is the role NBEL is committed to fulfilling.

OUR BELIEF

We believe every building has the potential to become more intelligent, more efficient, safer, and more sustainable.
We believe engineering should solve problems before they occur—not simply respond after failure.
We believe technology should empower people, not replace them.
We believe safety is a responsibility, not a requirement.
We believe quality is measured by consistency, not promises.
We believe trust is earned through every action, every project, and every commitment delivered.
Most importantly, we believe Facilities Management should create value—not simply manage cost.

WHY WE EXIST

North Bengal Engineering Ltd. exists to help organizations focus on what they do best while we ensure their facilities perform at the highest possible standard.

We exist because modern organizations deserve workplaces that are safe, resilient, compliant, efficient, and prepared for the future.

We exist to transform facilities from operational expenses into strategic business assets.

Our responsibility extends beyond buildings. We support the people who work inside them, the businesses that depend on them, and the communities they serve.

Every maintenance activity, every inspection, every engineering solution, and every improvement initiative contributes to a larger purpose: enabling businesses to operate with confidence.

OUR PURPOSE

To engineer environments where businesses operate with confidence, people perform at their best, and assets achieve their maximum lifecycle value.

OUR PROMISE

When organizations choose NBEL, they are not simply appointing a service provider. They are choosing a partner committed to protecting their operations, preserving their assets, enhancing their workplaces, and supporting their long-term success.

Our commitment is to deliver engineering excellence with professionalism, integrity, accountability, and respect—every day, on every project.

Managing Director Message



At NBEL, we believe Facilities Management is more than maintaining assets—it is about enabling businesses to perform with confidence. Through engineering excellence, innovation, and unwavering commitment, we deliver safe, reliable, and sustainable solutions that create lasting value. Together, we build resilient workplaces, stronger partnerships, and a future defined by operational excellence.

—Md.Aynal Haque
Managing Director
North Bengal Engineering Ltd.

Company Story

North Bengal Engineering Ltd. (NBEL) began its journey with a clear purpose—to redefine engineering support through dependable facility solutions and uncompromising service standards. Since its establishment, the company has steadily evolved from delivering essential engineering and maintenance services to supporting complex facilities for leading multinational corporations, financial institutions, hospitality brands, healthcare providers, educational institutions, and commercial developments across Bangladesh.

As Bangladesh's Facilities Management industry continues to expand, many organizations still face fragmented service delivery, inconsistent quality, and reactive maintenance practices. NBEL sees this market gap as an opportunity to lead a new generation of Integrated Facilities Management—where engineering expertise, operational excellence, digital innovation, and long-term partnerships work together to create measurable business value.

Looking ahead, our vision is to become one of Bangladesh's most trusted engineering-driven Integrated Facilities Management partners, setting new benchmarks in operational reliability, sustainability, and smart facility solutions while helping clients build safer, more efficient, and future-ready workplaces.

Vision

To become Bangladesh's most trusted engineering-driven Integrated Facilities Management partner, delivering sustainable, innovative, and world-class solutions that empower businesses.



Mission

To deliver engineering-driven Integrated Facilities Management solutions through skilled professionals, innovative practices, operational excellence, and sustainable partnerships, ensuring safe, efficient, reliable workplaces that maximize client value and business continuity.

Our Philosophy

At North Bengal Engineering Ltd. (NBEL), we believe Facilities Management is not merely about maintaining buildings—it is about enabling businesses to operate with confidence, efficiency, and resilience. Every facility represents a critical business asset, and every service we deliver contributes to safety, operational continuity, and long-term value.

Our philosophy is built on engineering excellence, proactive maintenance, uncompromising safety, operational discipline, continuous innovation, and customer-centric service. We believe that sustainable partnerships are created through integrity, accountability, measurable performance, and a relentless commitment to improvement.

By integrating skilled people, structured processes, and modern technologies, we transform facilities into high-performing environments where organizations can focus on growth while we safeguard the infrastructure that supports their success.

We do not simply manage facilities. We engineer performance, protect business continuity, and create environments where people, assets, and organizations thrive.

Our Core Values

Integrity

We uphold honesty, transparency, and ethical practices in every decision, building trust through accountability and professional responsibility.

Engineering Excellence

We apply technical expertise, precision, and industry best practices to deliver reliable, efficient, and high-quality facility solutions.

Customer Commitment

We place our clients at the center of everything we do, delivering responsive, value-driven solutions that exceed expectations.

Safety First

We foster a proactive safety culture that protects people, assets, and operations while ensuring full compliance with industry standards.

Innovation

We embrace modern technologies, continuous learning, and smarter approaches to improve performance and create sustainable value.

Operational Excellence

We achieve consistent results through disciplined execution, measurable performance, and a commitment to continuous improvement.

Teamwork

We believe collaboration, mutual respect, and shared expertise create stronger partnerships and better outcomes for our clients.

Sustainability

We promote environmentally responsible practices that optimize resources, reduce environmental impact, and support long-term business resilience.



Why NBEL

- One Point FM Solution
- Engineering Driven FM
- Technology First
- Data Driven Maintenance
- AI Ready Operation
- SLA Based Service
- KPI Driven Delivery
- ESG Friendly
- Zero Downtime Philosophy
- Cost Optimization
- Life Cycle Asset Management
- Continuous Improvement

Integrated Facility Management



- **Hard FM**
- **Soft FM**
- **Business Support**
- **Workplace Experience**
- **Energy Management**
- **Space Management**
- **Vendor Management**
- **Emergency Response**
- **Lifecycle Maintenance**



Hard FM

- Civil
- Electrical
- Mechanical
- HVAC
- Generator
- Lift
- Fire
- Pump
- Water
- Plumbing
- ELV
- Solar
- BMS
- Energy Audit

Soft FM

- Cleaning
- Deep Cleaning
- Facade
- Housekeeping
- Pest
- Waste
- Pantry
- Reception
- Mail Room
- Office Support
- Landscaping

Specialized Engineering

- Shutdown Maintenance
- Critical Facility
- Mission Critical Environment
- Data Center
- Clean Room
- Hospital
- Bank
- Embassy
- Industrial Plant

Digital FM



- CMMS
- CAFM
- Helpdesk
- IoT
- QR Inspection
- NFC Patrol
- GPS Technician
- Digital Checklist
- Client Portal
- Mobile App
- Dashboard
- Asset QR
- Digital Permit
- Digital Handover
- Barcode
- AI Scheduling
- Predictive Maintenance
- Digital Inventory



AI Powered FM

- **AI Dispatch**
- **AI Workforce Planning**
- **AI Maintenance Prediction**
- **AI Complaint Analysis**
- **AI Energy Saving**
- **AI Asset Health**
- **AI Chat Support**
- **AI Inspection**

Sustainability

- Carbon Reduction
- Green Building
- Energy Saving
- Water Saving
- Waste Recycling
- LEED Support
- ESG

Quality

- ISO Philosophy
- KPI
- SLA
- Audit
- Inspection
- Corrective Action
- Preventive Action
- Continual Improvement

HSE

- Risk Assessment
- Toolbox Meeting
- Permit To Work
- LOTO
- Emergency Response
- Confined Space
- Working at Height
- Fire Drill
- PPE
- Incident Reporting
- Root Cause Analysis

Workforce

- Engineer
- Supervisor
- Technician
- Cleaner
- Helper
- Security
- Training
- Skill Matrix
- Certification

Industry

- Corporate
- Bank
- Hospital
- Factory
- Embassy
- Airport
- Retail
- Shopping Mall
- Hotel
- Power Plant
- Industrial
- University
- Government
- Data Center

Service Methodology

- Client Requirement
- Site Survey
- Risk Assessment
- Proposal
- Mobilization
- Execution
- Monitoring
- Monthly KPI
- Improvement

Asset Management

- Asset Register
- Lifecycle
- Depreciation
- Preventive Maintenance
- Corrective Maintenance
- AMC





Emergency Management

- 24/7 Support
- Hotline
- Rapid Response
- Disaster Recovery
- Business Continuity

Customer Experience

- Complaint
- Ticket
- Response
- Closure
- Survey
- Customer Success





KPI

- Sample KPI
- Response Time
- Attendance
- Availability
- Downtime
- Compliance
- Safety

Innovation

- Research
- Digital Transformation
- Automation
- AI
- IoT
- Complete SLA
- CSR

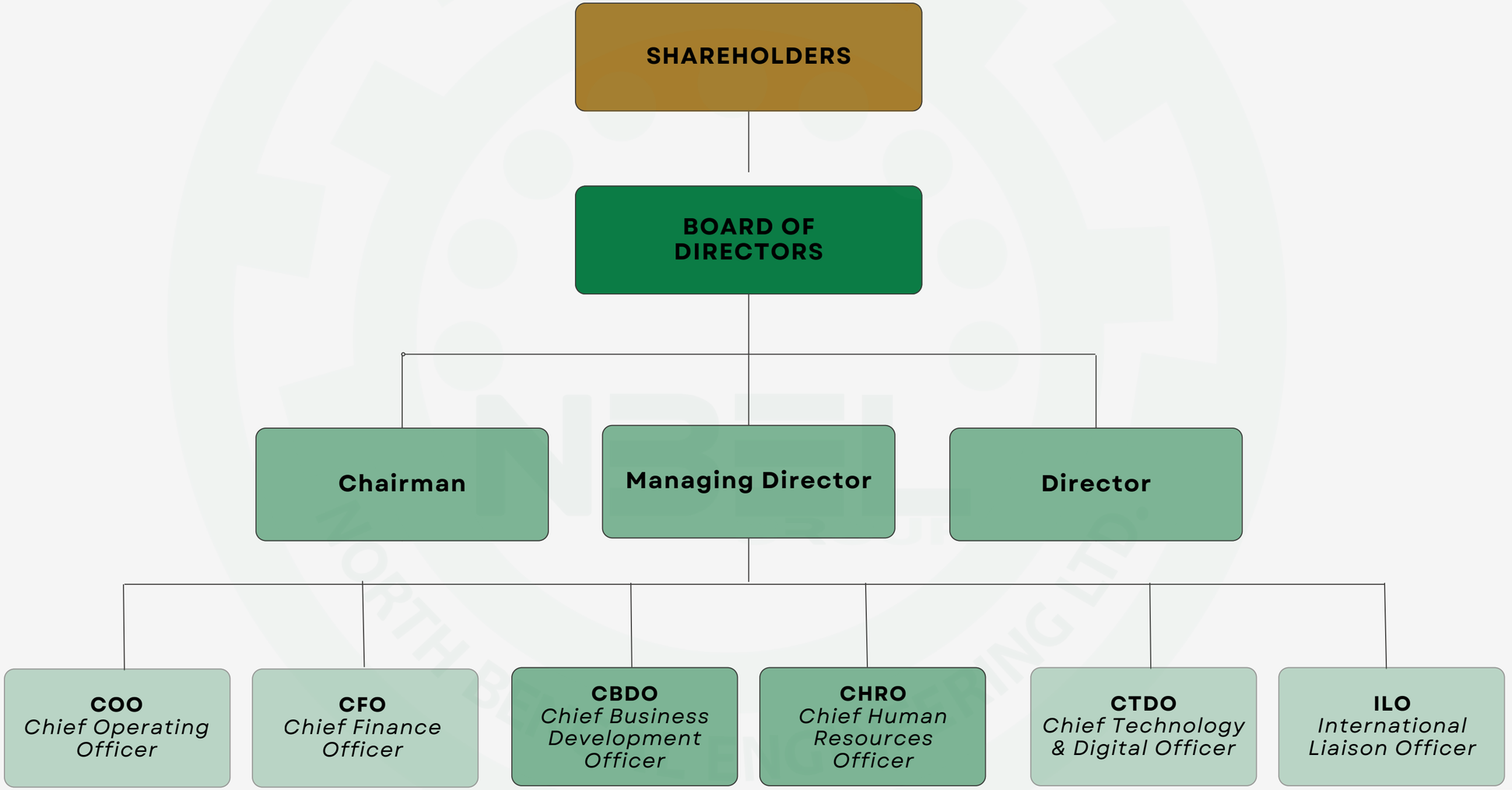
Why is NBEL the best???

- FM Industry in Bangladesh
- Future of FM
- AI Revolution
- Smart Building
- Digital Twin
- Smart Workplace
- Predictive Maintenance
- IoT Building
- Robotics in FM
- Drone Inspection
- Cyber Security for Smart Building
- Energy Optimization
- Carbon Neutral Facility
- Building Intelligence
- Facility Analytics
- Vendor Intelligence
- Occupancy Analytics
- Building Health Score

01. HSBC BANK LIMITED
02. AUSTRALIAN HIGH COMMISSION
03. HIGH COMMISSION OF CANADA
04. JONES LANG LASALLE (JLL)
05. STANDARD CHARTERED BANK
06. NORTH SOUTH UNIVERSITY
07. GUARDIAN LIFE INSURANCE LIMITED
08. COCA-COLA BANGLADESH LTD
09. INTERCONTINENTAL HOTEL
10. LM ERICSSON BANGLADESH LTD.
11. The Aga Khan Academies
12. Cushman & Wakefield Bangladesh
13. NRB BANK
14. Brack University
15. IQVIA
16. Jhpiego
17. TREST ROSSEM LTD. (RUPPUR NUCLEAR POWER PLANT)
18. SWISSCONTACT
19. icddrb
20. PALLI KARMA SOHAYAK FOUNDATION
21. LE-MERIDIEN, DHAKA
22. The Nielsen
23. Muslim Hands
24. Domino's Pizza, Inc.
25. SHAHJALAL ISLAMI BANK LIMITED
26. The Westin Dhaka
27. UNITED PURPOSE
28. BIMAN BANGLADESH AIRLINES LTD.
29. Mutual Trust Bank Limited
30. Bank Asia Limited
31. CBRE
32. BLAST
33. Uber
34. Robi Axiata PLC
35. Radisson Blu Dhaka Water Garden
36.Readington
37.Oracle

CLIENTS

CORPORATE GOVERNANCE

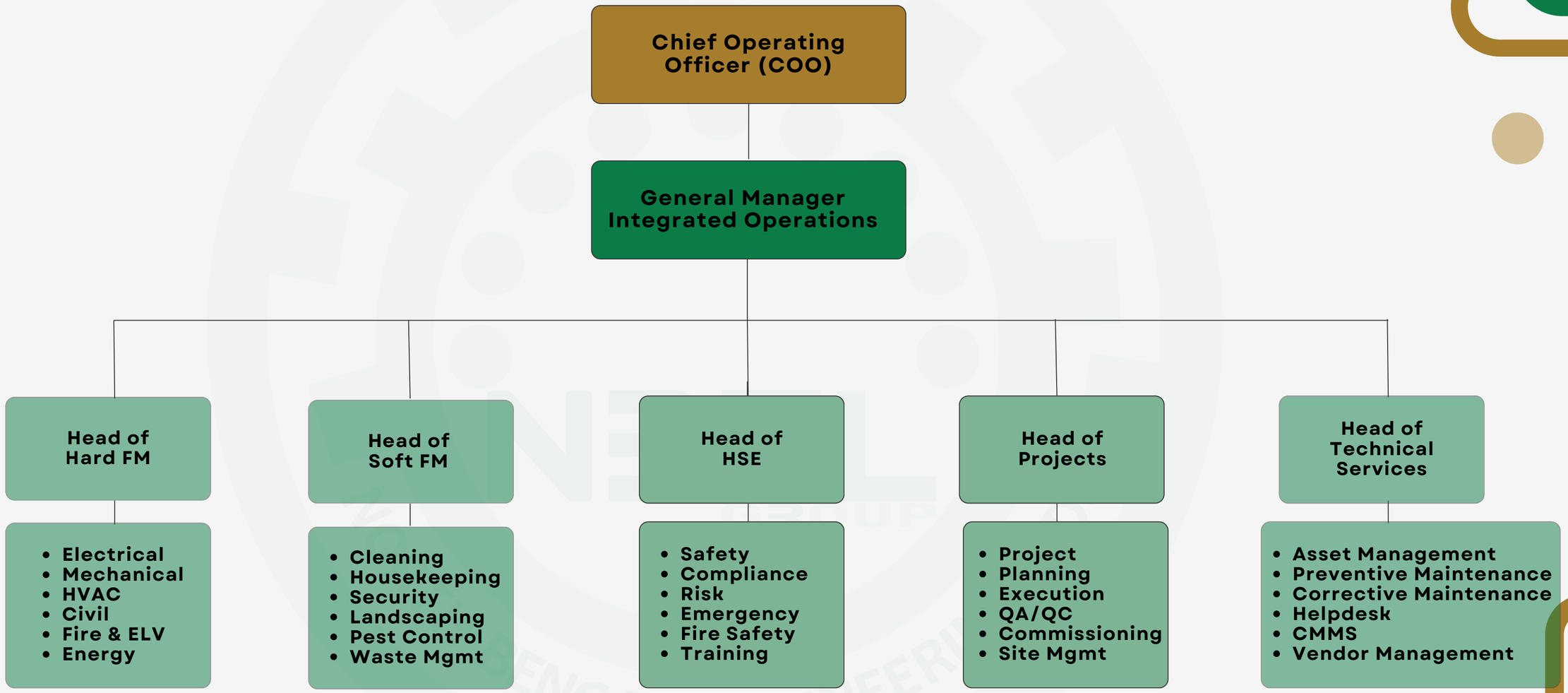


CORPORATE GOVERNANCE

EXECUTIVE LEADERSHIP RESPONSIBILITIES

Position	Primary Responsibility
Chairman & Director	Corporate Governance, Strategic Leadership & Vision
Managing Director	Business Strategy, Growth, Client Relations & Corporate Performance
COO	National Operations, Service Delivery & Operational Excellence
CFO	Finance, Commercial, Audit & Procurement
CBDO	Sales, Business Development, Tender & Client Acquisition
CHRO	Human Capital, Learning, Performance & Culture
CTDO	Digital Transformation, CMMS, CAFM, AI & Technology
ILO	Embassy Relations, MNC Client Relations, International Partnerships

OPERATIONS STRUCTURE



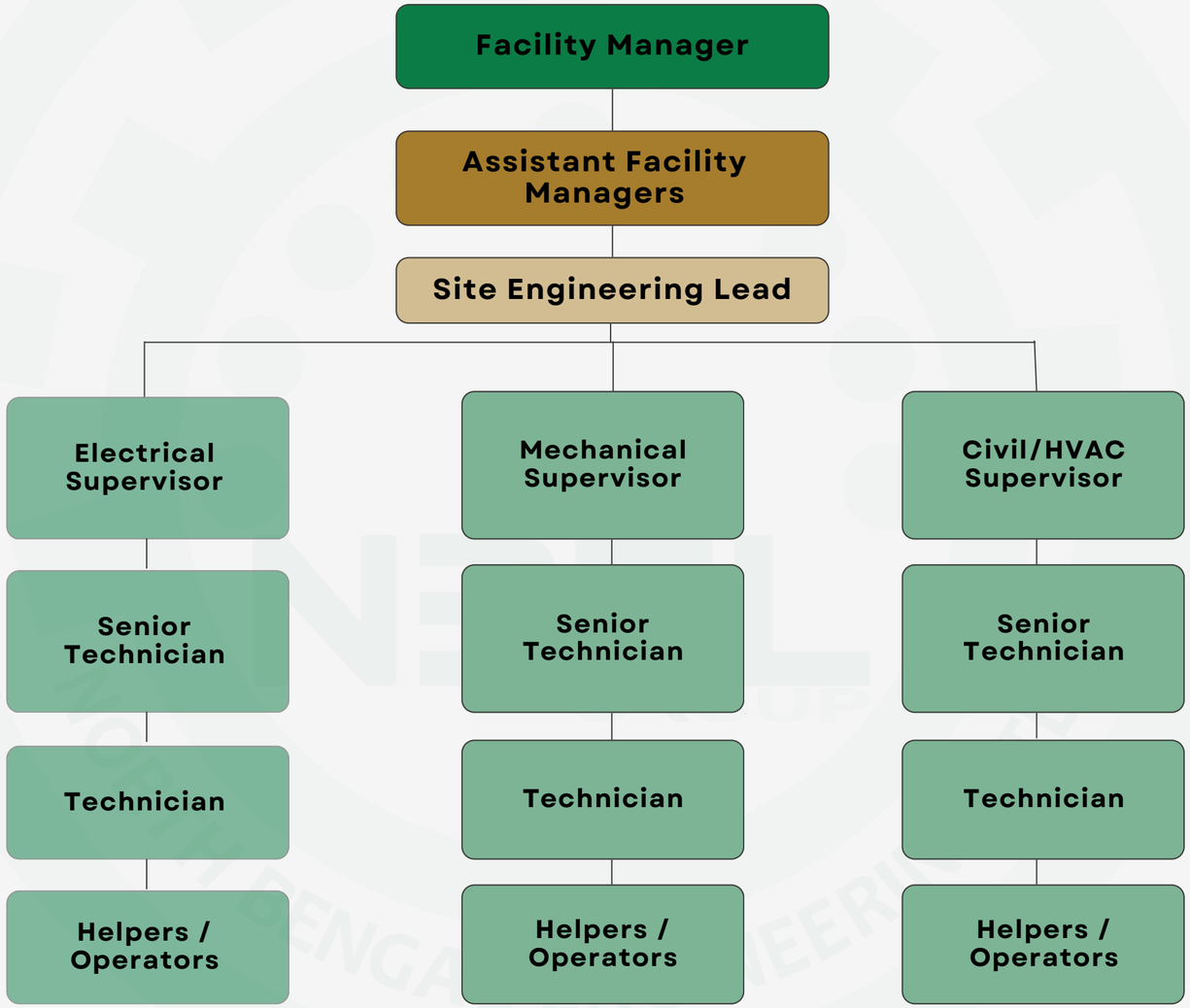
OPERATIONS STRUCTURE

OPERATIONAL PHILOSOPHY

- INTEGRATED SERVICE DELIVERY
- ENGINEERING-DRIVEN MAINTENANCE
- PREVENTIVE & PREDICTIVE MAINTENANCE
- ASSET LIFECYCLE MANAGEMENT
- SAFETY & COMPLIANCE
- CLIENT-CENTRIC OPERATIONS
- KPI & SLA MONITORING
- CONTINUOUS IMPROVEMENT

SITEOPERATIONS

FACILITY MANAGEMENT REPORTING STRUCTURE



SITE OPERATIONS

SITE SUPPORT FUNCTIONS

- HOUSEKEEPING TEAM
- SECURITY PERSONNEL
- HELPDESK COORDINATOR
- STORE & INVENTORY CONTROLLER
- HSE OFFICER
- QUALITY INSPECTOR
- CLIENT RELATIONSHIP COORDINATOR
- ADMINISTRATIVE SUPPORT



FOR MORE INFORMATION

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