ULTRAPARK
DEVELOPMENT GROUP

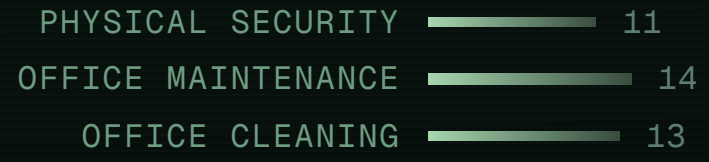
CAPABILITIES DOSSIER
EDITION 2026
HEREDIA · COSTA RICA

FACILITY SERVICES · SECURITY · MAINTENANCE · CLEANING

# Three service lines. Thirty-eight defined services. One operating standard.

Physical security, office maintenance and office cleaning delivered under one contract for world-class corporations operating in Costa Rica.

FIG. 01 — DEFINED SERVICES BY LINE



WHO WE ARE

# The people who keep the building running.

Ultrapark Development Group operates the facility services practice behind one of Costa Rica's most demanding corporate campuses. We staff, supervise and report on the security, maintenance and cleaning that a tenant notices only when it fails.

The three lines share one supervisor structure, one escalation path and one monthly report. A client does not manage three vendors and reconcile three versions of what happened — they manage one, against numbers everyone agreed to in advance.

**03**
Service lines under one contract

**38**
Defined services in the scope matrix

**08**
Operating disciplines applied to every line

**24/7**
Security coverage with supervised relief

CAPACITY & CREDENTIALS

# One team. Four disciplines.

HEADCOUNT

[ ]

Staff complement to be confirmed and stated here.

> Every person on site is screened, inducted and trained on the written procedure for their position before their first shift.

COMPOSITION

| | |
|---|---|
| **Security officers** | Uniformed, screened and trained to written post orders for each position. |
| **Supervisors** | Shift leadership, inspection rounds and first-line escalation across all three lines. |
| **Maintenance technicians** | Multi-trade crew for electrical, plumbing, carpentry and finishes work. |
| **Cleaning operatives** | Trained on method, chemistry and the frequency matrix for their assigned area. |

SERVICE MAP

# The three lines we run.

Each line is a complete practice — its own scope matrix, its own supervision and its own reporting, run by one management structure.

01

## Physical Security

Manned guarding, access screening and incident response

- Access control posts
- Lobby & reception security
- Perimeter & vehicle patrols
- CCTV monitoring support

11 DEFINED SERVICES

02

## Office Maintenance

Preventive and corrective upkeep of tenant spaces

- Preventive maintenance calendar
- Corrective work orders
- Electrical & lighting repair
- Plumbing & sanitary fixtures

14 DEFINED SERVICES

03

## Office Cleaning

Daily janitorial, periodic deep cleaning and consumables

- Daily office cleaning
- Restroom service & sanitising
- Kitchen & pantry service
- Meeting room resets

13 DEFINED SERVICES

# 01 Physical Security

Manned guarding, access screening and incident response

Uniformed officers on supervised shifts, working to written post orders — the human layer that decides what actually happens when a door, a camera or an alarm reports something.

## SCOPE OF WORK — 11 SERVICES

- **Access control posts**
- **Lobby & reception security**
- **Perimeter & vehicle patrols**
- **CCTV monitoring support**
- **Visitor screening & badging**
- **Alarm & incident response**
- **Key & asset custody**
- **Emergency evacuation support**
- **Parking enforcement**
- **Event & executive security**
- **Shift incident reporting**

## OPERATING STANDARDS

24/7 coverage | Guard tours | Screened officers

## WHAT WE COMMIT TO

01 Post orders written per site, per position and per shift

02 Supervised rosters with documented relief and no uncovered post

03 Officers working alongside the campus VMS and access control

04 Written incident report closed before the shift ends

**SUPERVISION** Every shift supervised, every task logged and closed in writing.

# 02 Office Maintenance

Preventive and corrective upkeep of tenant spaces

The building fabric kept in working order: a preventive calendar for everything that can be scheduled, and an in-house crew for everything that cannot wait for one.

## SCOPE OF WORK — 14 SERVICES

- **Preventive maintenance calendar**
- **Corrective work orders**
- **Electrical & lighting repair**
- **Plumbing & sanitary fixtures**
- **HVAC filter & coil service**
- **Carpentry & furniture repair**
- **Painting & wall finishes**
- **Ceiling & partition repair**
- **Door, lock & hardware service**
- **Signage & fixture mounting**
- **Minor space reconfiguration**
- **Pest control coordination**
- **Specialist vendor coordination**
- **Asset register upkeep**

## HOW THE WORK IS CONTROLLED

Work orders | Asset register | Photo closure

**SUPERVISION** Every shift supervised, every task logged and closed in writing.

## WHAT WE COMMIT TO

01 Planned preventive calendar built per asset class

02 Every job ticketed, photographed and closed in writing

03 In-house crew for same-day corrective work

04 Specialist subcontractors coordinated under one contract

# 03 Office Cleaning

Daily janitorial, periodic deep cleaning and consumables

A cleaning programme that is measured rather than assumed: fixed frequencies, defined methods and inspections that produce a score instead of an opinion.

## SCOPE OF WORK — 13 SERVICES

- **Daily office cleaning**
- **Restroom service & sanitising**
- **Kitchen & pantry service**
- **Meeting room resets**
- **Hard floor care & polishing**
- **Carpet deep cleaning**
- **Interior glass & partitions**
- **Waste collection & segregation**
- **Consumables replenishment**
- **Common area & lobby care**
- **Post-event cleaning**
- **Periodic deep cleaning**
- **Recycling stream handling**

## METHOD AND CONTROL

Frequency matrix | Colour-coded | Dosing control

**SUPERVISION** Every shift supervised, every task logged and closed in writing.

## WHAT WE COMMIT TO

01 Frequency matrix agreed area by area and surface by surface

02 Colour-coded equipment to prevent cross-contamination

03 Consumables held to a replenishment threshold, never to a complaint

04 Waste segregated and reported by stream

COVERAGE & SHIFT MODEL

# Who is on site, and when.

Coverage is agreed as a roster, not as a promise. Each post has a named holder for each shift and a documented relief before it is left.

| LINE | COVERAGE | DEPLOYMENT | CONTINUITY |
|---|---|---|---|
| **Physical Security** | **24 / 7 / 365** | Fixed posts and mobile patrols | Continuous, supervised relief |
| **Office Maintenance** | **Business hours** | Planned calendar plus on-call | Same-day response for corrective work |
| **Office Cleaning** | **Daily + periodic** | Day and night shifts by area | Deep-clean cycles scheduled off-hours |

NOTE Shift patterns, post counts and headcount are sized against the client's floor area, occupancy and risk profile during the survey stage.

OPERATING MODEL

# From first survey to monthly review.

The same eight disciplines are applied to all three lines, so a client engages one contract, one schedule and one point of accountability.

01
### Survey
Walk-through, area measurement and workload study before a single price is quoted.

02
### Scoping
Written scope, frequency matrix and post orders agreed with the client.

03
### Staffing
Roles defined, officers and operatives selected, screened and assigned.

04
### Training
Induction to the site, the procedures and the safety rules before first shift.

05
### Mobilisation
Equipment, consumables, uniforms and rosters in place on day one.

06
### Operation
Daily delivery to the agreed matrix, supervised and logged.

07
### Supervision
Inspections, spot checks and corrective action inside the same shift.

08
### Reporting
Monthly performance pack: completion, incidents, KPIs and corrective actions.

SERVICE LEVELS

# What counts as urgent, agreed in advance.

Priorities are defined before mobilisation so that nobody negotiates the severity of an incident while it is still happening.

| PRIORITY | TRIGGER | RESPONSE | CONFIRMATION |
|---|---|---|---|
| **P1** | Life safety, security breach, flood or power loss | **Immediate** | On site at once |
| **P2** | Service affecting: a space or system unusable | **Same shift** | Reported before shift end |
| **P3** | Standard corrective work order | **Next business day** | Scheduled and confirmed |
| **P4** | Planned, cosmetic or improvement work | **Planned calendar** | Agreed date |

**MEASURED** Response times are logged per ticket and reported monthly against the agreed target.

QUALITY ASSURANCE

# Inspected, scored and reported.

Quality is a number produced by a documented inspection, not an impression formed at the end of the month.

01
### Inspection rounds
Supervisors inspect against the agreed matrix, not against memory.

02
### Scored audits
Periodic scored audits per area, with the score shared with the client.

03
### Corrective action
Findings raised, assigned and closed with evidence inside the period.

04
### Monthly reporting
Completion rates, incidents, response times and open actions in one pack.

05
### Client review
Scheduled review meeting where the numbers, not impressions, set the agenda.

06
### Continuous improvement
Recurring findings drive a change to method, frequency or training.

SAFETY & COMPLIANCE

# Screened, trained and covered.

The obligations that sit behind every person on site — and the evidence a client's own audit will ask for.

01
### Personnel screening
Background verification and documented references before assignment.

02
### Induction training
Site, safety and procedure induction completed before first shift.

03
### Occupational safety
PPE, safe methods and documented risk assessment for every task.

04
### Chemical handling
Product data sheets held on site, dosing controlled and staff trained.

05
### Labour compliance
Contracts, hours and social charges administered in full.

06
### Insurance cover
Liability and workers' cover maintained and evidenced to the client.

ONE CAMPUS, ONE OPERATOR

# The systems and the people who work them.

Ultrapark builds the technology estate and staffs the operation that runs inside it. A camera is only as good as the officer who answers what it shows — engaging both practices removes the seam where most facility failures occur.

A

## Technology infrastructure

- Eight technology verticals
- Sixty-eight certified brands
- Design, installation, programming and commissioning
- Covered in a separate dossier

B

## Facility services

- Three service lines
- 38 defined services
- Staffed, supervised and reported monthly
- This dossier

**One campus. One management structure. One number to call when something stops working.**

WHY ULTRAPARK

# Staffed once. Managed completely.

Three lines, 38 defined services and eight operating disciplines — assembled so a world-class corporation can hand over the running of its space and get one answer back.

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THE DIFFERENCE

| | |
|---|---|
| **One provider, three lines** | Security, maintenance and cleaning under one contract, one supervisor structure and one escalation path. |
| **Written, not assumed** | Post orders, frequency matrices and work orders — every commitment exists on paper before it is billed. |
| **Measured performance** | Scored inspections and a monthly pack, so the review meeting argues about numbers rather than impressions. |
| **Campus-proven** | Delivered every day in a live corporate campus for demanding multinational tenants. |

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