



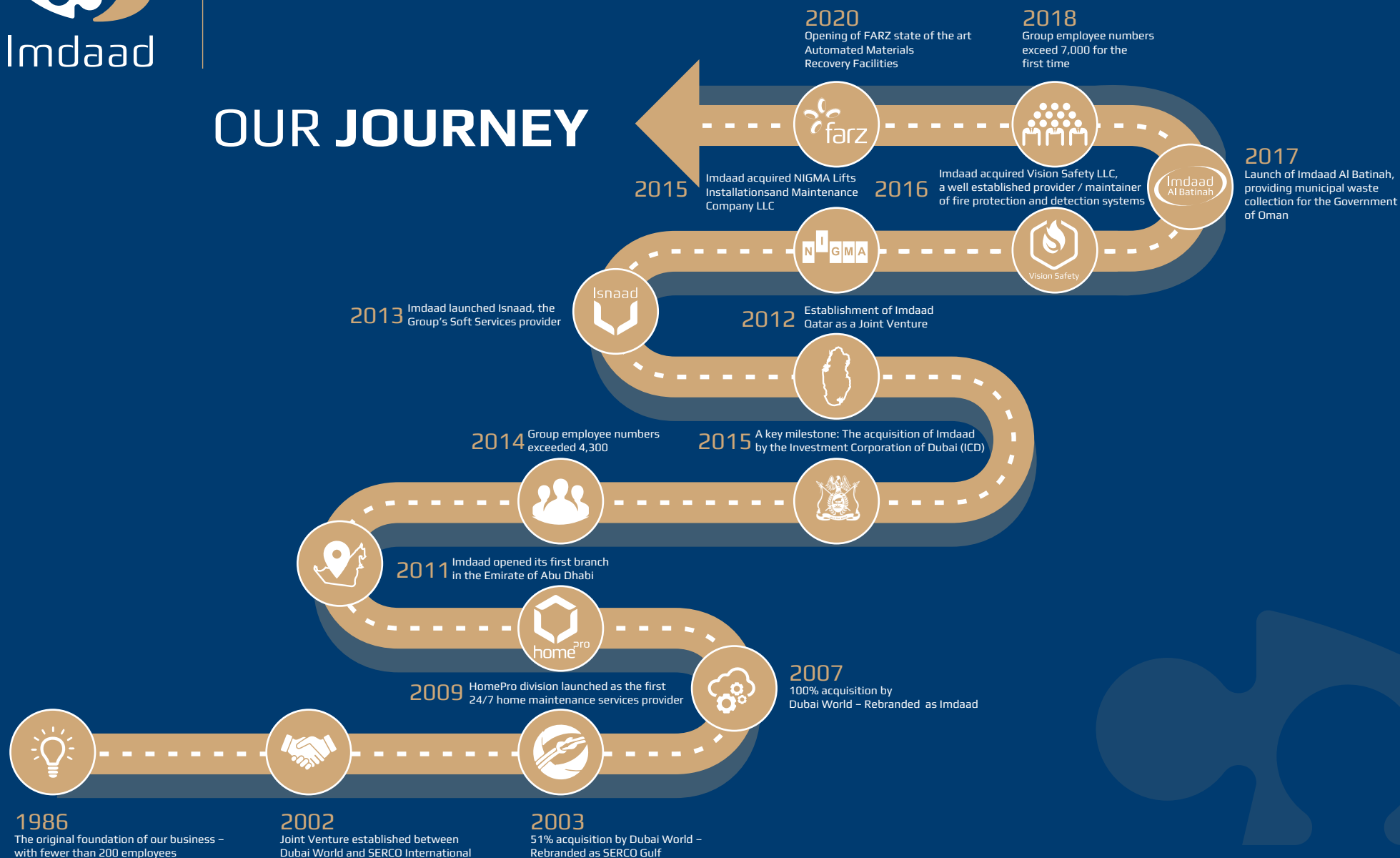
Imdaad

IMDAAD
LEADS
BY EXAMPLE



Imdaad

OUR JOURNEY



Integrated Facilities Management



Imdaad



VISION

To be a regional leader in providing integrated, quality facilities management solutions



MISSION

To deliver sustainable and innovative facilities management services that are scalable while ensuring safe and efficient performance of the built environment



CORE VALUES



PEOPLE

We value, trust and respect our stakeholders.



SERVICE

We acknowledge our core business as the effective delivery of professional facilities management services.



MAKING A DIFFERENCE

We make a difference to our customers by using our management experience and applying expert knowledge through proven integrated management systems.

The leading provider of integrated facilities management solutions

A diverse portfolio of services that provide complete turnkey solutions to our clients

A regional leader in providing integrated, quality facilities management solutions

Certified in ISO 9001, ISO 14001, ISO 50001, OHSAS 18001, BICSc and ESCO

A Customer Relations Centre providing 24/7 support to our clients in 15 languages

Over 30 years of experience delivering IFM solutions to clients across the region

Owned by the Investment Corporation of Dubai (ICD)



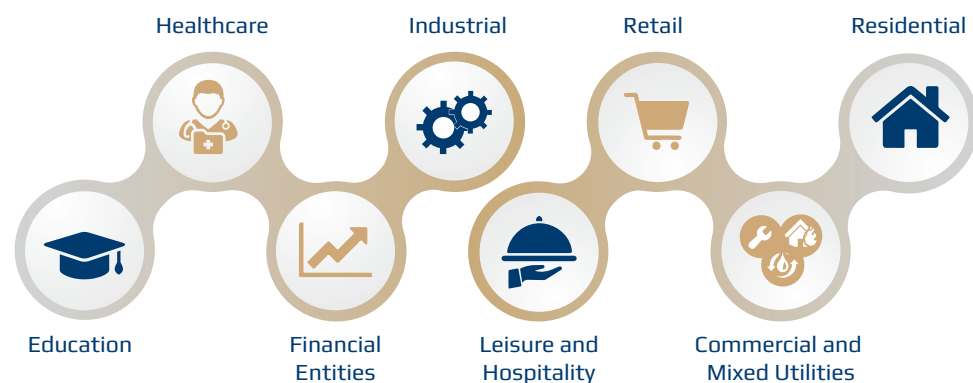
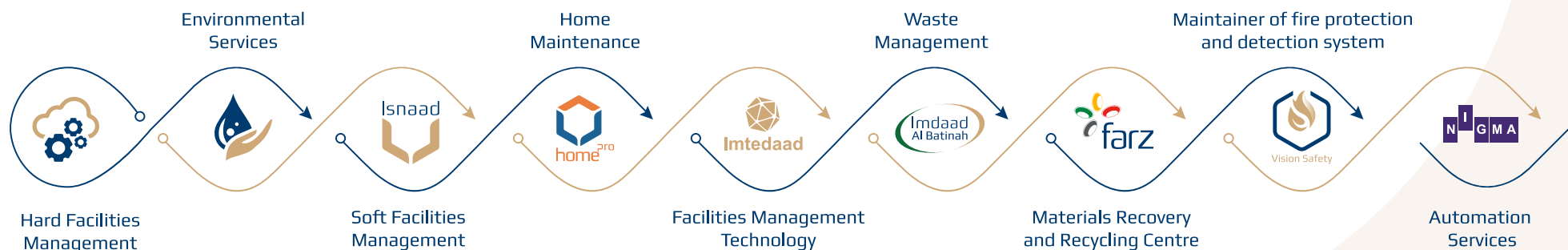
INVESTMENT
CORPORATION OF
DUBAI

An exceptionally high satisfaction and renewal rate with our clients

A multi-cultural workforce of more than 7000 employees from 37 nationalities

SUBSIDIARIES/SERVICES

Imdaad provides Integrated Facilities Management solutions to our clients across many different sectors and is able to create customized and appropriate plans depending on the requirements of each client's specific industry.



We provide a full spectrum of facilities management services through our integrated units and subsidiaries. Moreover, for most sectors, we are able to offer a strong level of service differentiation that comes from specialized knowledge held within one or more of the companies in the group. For example, our dedicated Biomedical waste team and our special purpose vehicles make us a trusted FM partner to the Healthcare sector, whilst our ability to transport industrial and hazardous liquids underlines our importance to our manufacturing clients.



Imdaad

We serve the owners and tenants of the built environment. Men, women and children; complete families; the aged and infirm, all of whom trust Imdaad to keep their environment safe. This is a great responsibility, and a great honour.

Our investors are interested in the longevity of our business, as well as a balance sheet that reflects the material wellbeing of neighboring businesses and communities. We maintain a commitment to stakeholder engagement and to a sustainable business model.

WHERE WE ARE NOW



725,000+

tonnes of waste managed each year



2,629

hectares of commercial and industrial facilities under management



More than **3,000+**

satisfied clients and customers



More than **7,000**

Employees across 37 nationalities



1,600+

tonnes of waste collected per day



4,500+

Liters of wastewater treated each month



450+

tonnes medical waste collected each month



9,000

Waste diverted each year through segregation programs



350+

waste trucks



100%

fleet running on Bio Diesel



90,000+

tonnes of waste recycled through segregation programs each year



180,000+

litres of used oil collected each year



15

sewage treatment plants by Imdaad



6

sewage treatment plants owned by Imdaad



120+ Million

litres of waste water treated each month



More than **20+**

corporate social responsibility campaigns initiated each year



350+

Banking locations managed by Imdaad



4,555+

hectares of maintained for FM services



More than **17,000+** homes managed



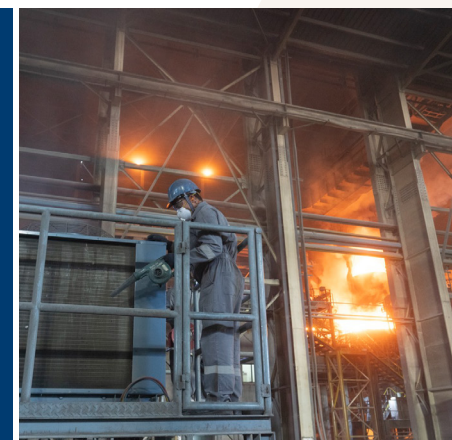
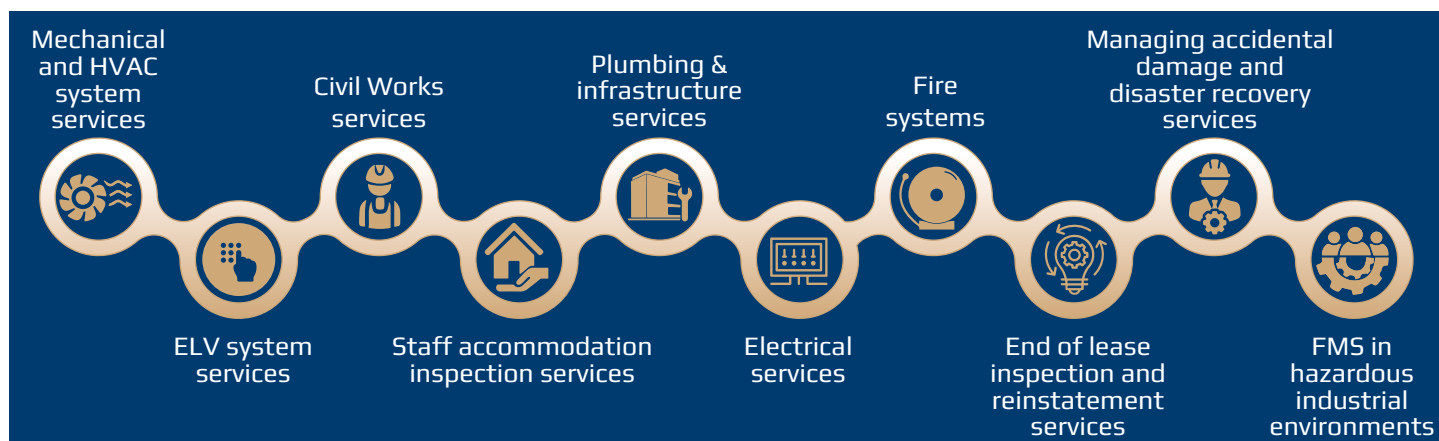
95%

customer satisfaction



FACILITIES MANAGEMENT

Facilities Management Services (FMS) is the division of Imdaad that provides an extensive range of industry-leading MEP, HVAC, civil works, and infrastructure services in the UAE.

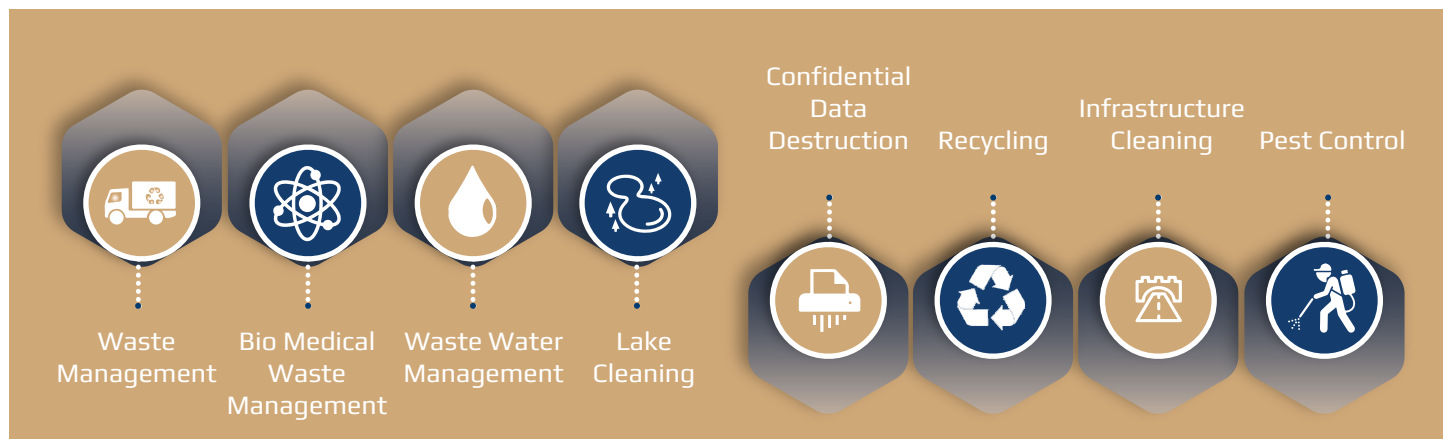


We understand that every business or facility has different challenges. Our breadth of experience puts us in a unique position to anticipate and address such challenges as well as being able to leverage both our scale and our cross-sector knowledge.



ENVIRONMENTAL SERVICES

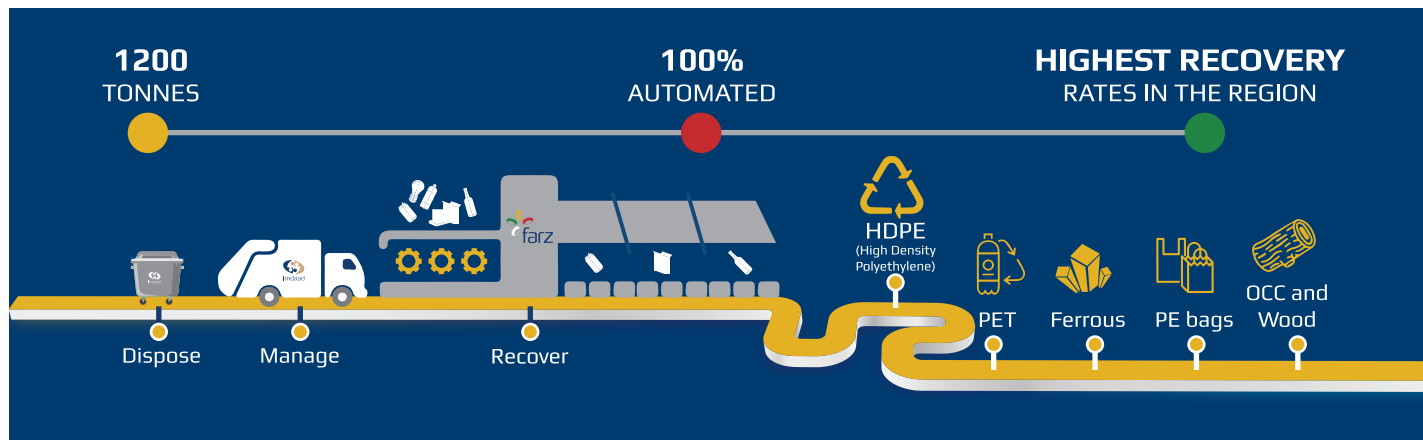
Environmental Services is the division of Imdaad that provides waste and water waste management, together with specialized environmental solutions including recycling and pest control.



Aside from Waste Management, Water Waste Management and Recycling, Imdaad is also an industry leader for Lake Cleaning, Infrastructure Cleaning and Pest Control, offering a one-stop shop to over 2,000 clients.

MATERIALS RECOVERY FACILITY (MRF)

FARZ a state of the art Materials Recovery Facility (MRF) built on a 45,322 sq.m, plot in National Industries Park. Its mission is closely aligned with Dubai's Vision 2021 objective to recycle and reuse 75% of waste currently going to landfills.



TWO PROCESS LINES HOUSEHOLD WASTE COMMERCIAL AND INDUSTRIAL WASTE

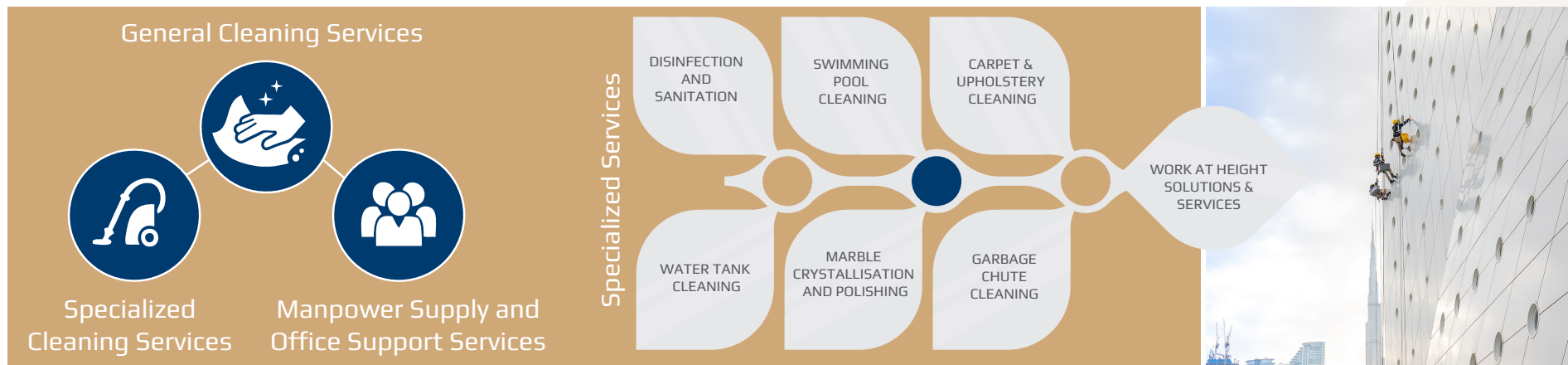
FARZ has the most efficient recovery rate of any Materials Recovery Facility in the UAE and has two separate lines, one to deal with household waste and the other focusing on commercial and industrial waste.

The plant uses an automated system to maximise the range of materials that it is able to efficiently recover. These materials are HDPE (high density polyethylene), PET, Aluminium, Ferrous materials, OCC and Wood and PE bags.



SOFT SERVICES AND MANPOWER SUPPLY

Isnaad is the division of Imdaad that provides multiple forms of soft service to the FM & Hospitality industry. Isnaad and/or its employees are ISO 9001, 14001 and OHSAS 18001, BICS, IRATA and CIMS certified. Isnaad's name stands for providing highly skilled and trained staff along with sustainable tailor made solutions.



GREASE TRAP CLEANING



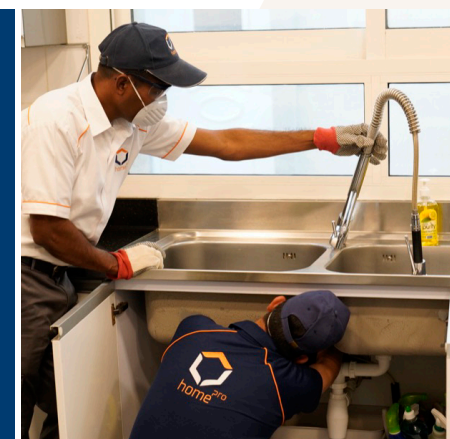
KITCHEN DUCT CLEANING

Integrated Facilities Management



RESIDENTIAL AND COMMERCIAL MAINTENANCE SERVICES

HomePro is the division of Imdaad that provides a 24/7 full service preventative and reactive maintenance and repair service for both residential and commercial clients.



Leave all your maintenance and home care needs to HomePro year-round with our customized
Annual Maintenance Contract (AMC) Packages



ENVIRONMENT SOLUTIONS

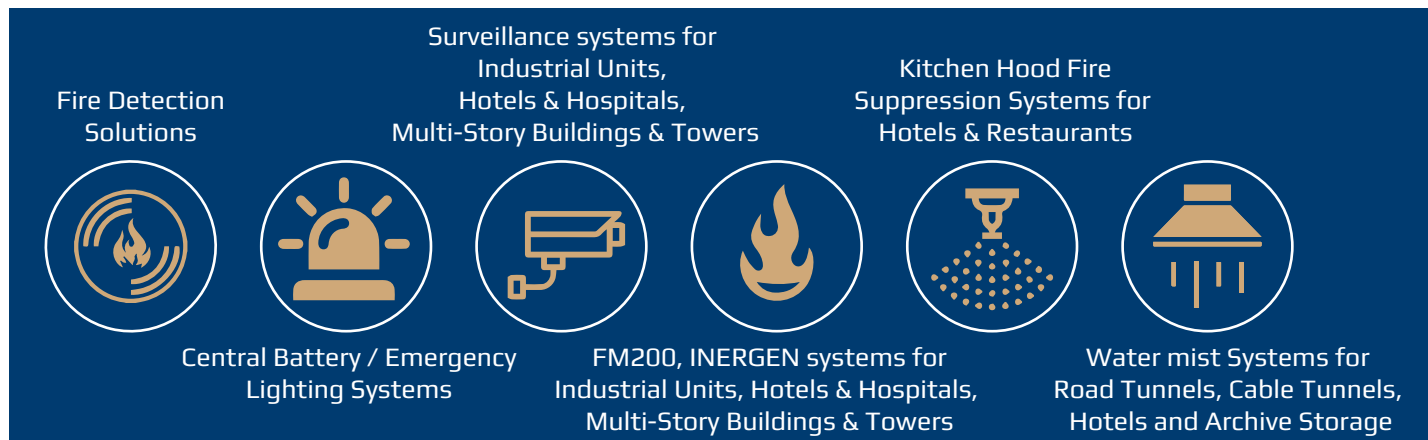
Imdaad Al-Batinah provides municipal waste collection for Be'ah (Government of Oman). Working with local partners, Imdaad provides as door to door waste collection for over 800,000 people in North Al-Batinah and for 10 states in the Governate of Musandam.





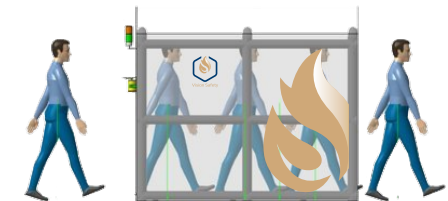
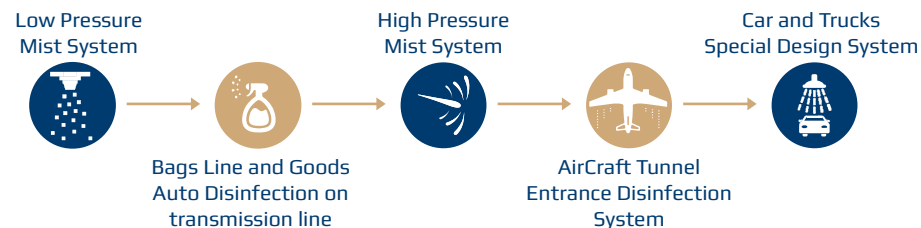
FIRE DETECTION AND PROTECTION SYSTEMS

Vision Safety, a subsidiary of Imdaad, is the leading company in the UAE in the field of fire detection and protection systems. Vision Safety provides world-class systems that offer continuous protection to people and the environment across multiple industries, including the oil & gas and hospitality sectors, as well as high-rise buildings.



Disinfection Tunnel **ViroShield**

Viroshield can be customized and vary in shape and sizes as per client requirements and includes range of products



Integrated Facilities Management



NIGMA LIFT SYSTEMS AND AUTOMATION

NIGMA, a subsidiary of Imdaad, is the leading local company providing world-class, tailor-made services and solutions for a comprehensive range of automated products. NIGMA has been involved in the sale, design, supply, installation, maintenance, modernization, and repair of lifts and other automated products for more than 30 years.



Maintenance services
for lifts and escalators



Car park barriers and
paid parking systems



Access control
systems



Garage doors and
roller shutters



Motorized
gates



Sliding and
swing doors



Bollards



Road blockers



Car space
blockers



Electronic data
display boards



Custom-made
decorative metal
for lift cabins
and lift doors



Safety lift
materials



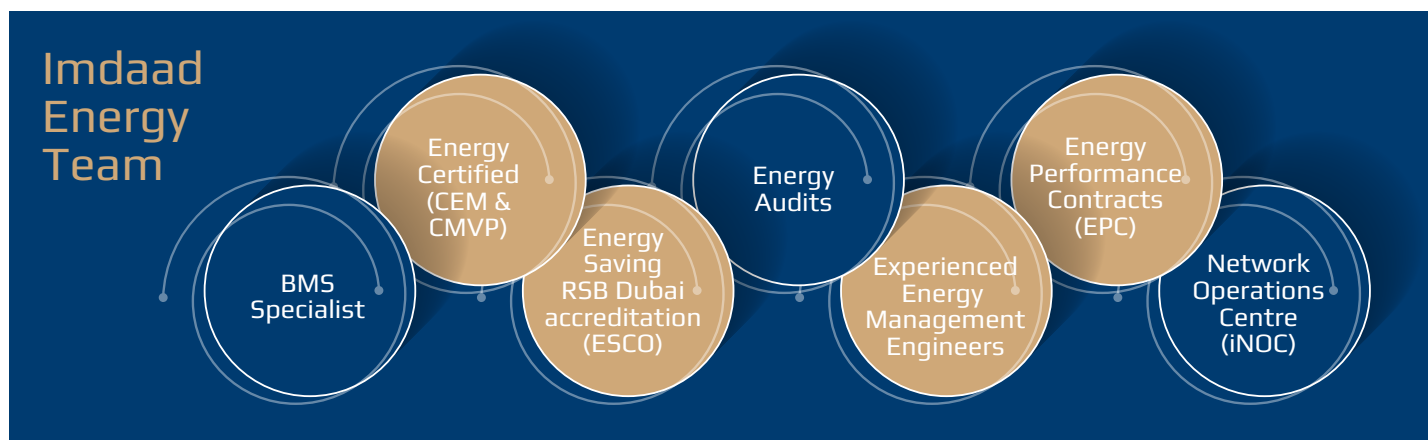
Lift push buttons,
signalisations and
computer-based
controllers





ENERGY MANAGEMENT SOLUTIONS

To manage the environment in buildings effectively, thereby increasing energy efficiency and occupant comfort, Imdaad has put in place a strategy to help building owners reduce energy consumption and cost whilst facilitating their compliance with the UAE's 2030 commitment to lower Carbon emissions by 30%.



Award Winning Energy Management Technology



Technology Implementation of the Year



Innovation in Sustainable Technologies

Integrated Facilities Management

IMDAAD PREVIOUSLY WON



SUSTAINABILITY INITIATIVE OF THE YEAR
FACILITIES MANAGEMENT AWARDS MIDDLE EAST

OVERALL FM COMPANY OF THE YEAR
FACILITIES MANAGEMENT AWARDS MIDDLE EAST



CLEANING COMPANY OF THE YEAR
FACILITIES MANAGEMENT AWARDS MIDDLE EAST

TOP CLEANING COMPANY OF THE YEAR
MECHF



ENGINEERING SERVICE OF THE YEAR
(Highly Commended) FACILITIES MANAGEMENT AWARDS MIDDLE EAST

TAQDEER AWARD
5 STAR RATED



INNOVATION IN SUSTAINABILITY TECHNOLOGIES
GULF SUSTAINABILITY AWARDS

SANITATION & WASTE MANAGEMENT COMPANY OF THE YEAR
FACILITIES MANAGEMENT AWARDS MIDDLE EAST

TECHNOLOGY IMPLEMENTATION OF THE YEAR
FACILITIES MANAGEMENT AWARDS MIDDLE EAST

SKEA - GOLD
SHEIKH KHALIFA EXCELLENCE AWARDS

2015

SKEA
Silver

Green FM
Organization
of the Year

SHEIKH KHALIFA
EXCELLENCE AWARDS

EMIRATES
GREEN BUILDING
COUNCIL

Health & Safety
Initiative of the Year

Environmental
Protection (2nd Place)

FM AWARDS MIDDLE EAST

DUBAI AWARD FOR
SUSTAINABILITY
TRANSPORT (DAST-RTA)

IMDAAD WON PREVIOUSLY

Dubai Quality
Appreciation Award

Lifetime Achievement Award
Imdaad's Group CEO

Visionary CEO of the Year
Imdaad's Group CEO

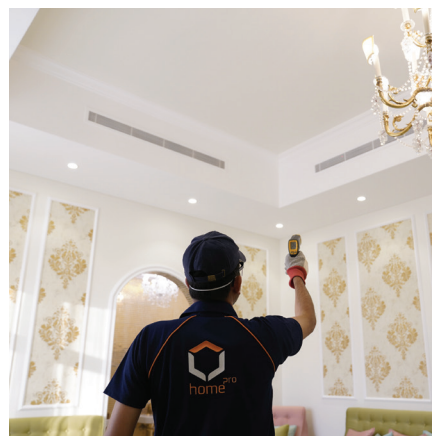
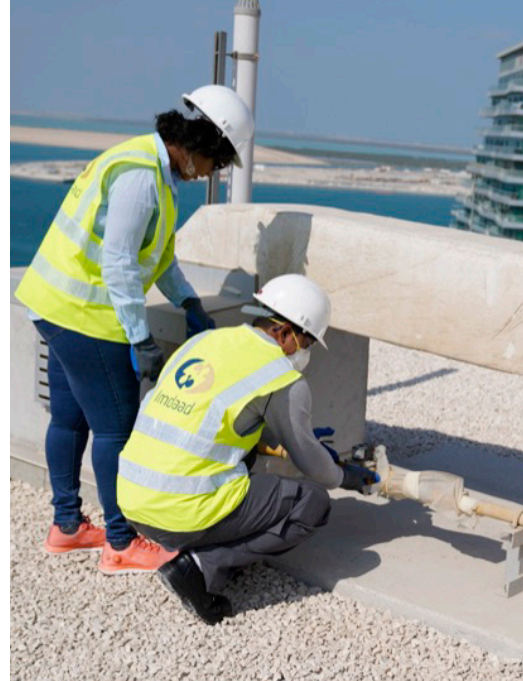
Overall GCC FM
Company of the Year

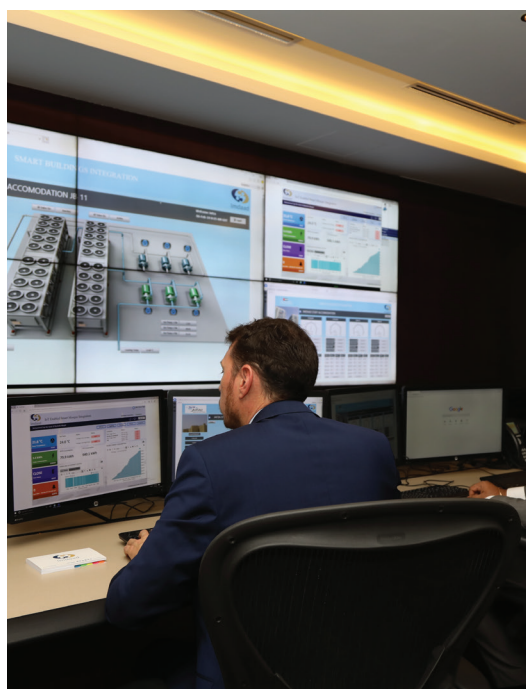
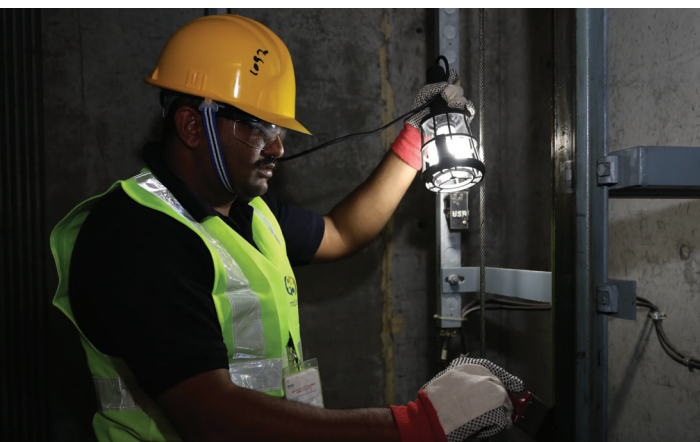


2016 - 2020

CLIENT HIGHLIGHTS

        	        	        	        	        	        	        	        	        
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Corporate Office: +971 (4) 812 8800 | Head Office: +971 (4) 812 8888 | Abu Dhabi Office: +971 (2) 445 9860

E-mail: helpdesk@imdaad.ae

www.imdaad.ae | Toll free: **800 8200**

