IMDAAD LEADS BY EXAMPLE
OUR JOURNEY

1986
The original foundation of our business – with fewer than 200 employees

2002
Joint Venture established between Dubai World and SERCO International

2003
51% acquisition by Dubai World – Rebranded as SERCO Gulf

2007
100% acquisition by Dubai World – Rebranded as Imdaad

2009
HomePro division launched as the first 24/7 home maintenance services provider

2011
Imdaad opened its first branch in the Emirate of Abu Dhabi

2012
Establishment of Imdaad Qatar as a Joint Venture

2013
Imdaad launched Isnaad, the Group’s Soft Services provider

2014
Group employee numbers exceeded 4,300

2015
A key milestone: The acquisition of Imdaad by the Investment Corporation of Dubai (ICD)

2015
Imdaad acquired Vision Safety LLC, a well established provider / maintainer of fire protection and detection systems

2016
Imdaad acquired NIGMA Lifts Installations and Maintenance Company LLC

2017
Launch of Imdaad Al Batinah, providing municipal waste collection for the Government of Oman

2018
Group employee numbers exceed 7,000 for the first time

2020
Opening of FARZ state of the art Automated Materials Recovery Facilities

2020
Integrated Facilities Management
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)
An exceptionally high satisfaction and renewal rate with our clients
A multi-cultural workforce of more than 7000 employees from 37 nationalities

Integrated Facilities Management
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.
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.

WHERE WE ARE NOW

- **725,000+** tonnes of waste managed each year
- **1,600+** tonnes of waste collected per day
- **350+** waste trucks
- **4,500+** liters of wastewater treated each month
- **4,555+** hectares of maintained for FM services
- **100%** fleet running on Bio Diesel
- **90,000+** tonnes of waste recycled through segregation programs each year
- **120+ Million** litres of waste water treated each month
- **More than 17,000+** homes managed
- **More than 95%** customer satisfaction
- **More than 20+** corporate social responsibility campaigns initiated each year
- **More than 7,000** Employees across 37 nationalities
- **9,000** Waste diverted each year through segregation programs
- **180,000+** litres of used oil collected each year
- **6** sewage treatment plants owned by Imdaad
- **15** sewage treatment plants by Imdaad
- **350+** Banking locations managed by Imdaad

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.
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 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.
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.

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.

TWO PROCESS LINES

HOUSEHOLD WASTE

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.
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.
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.

One Stop Home Maintenance Solution

Leave all your maintenance and home care needs to HomePro year-round with our customized Annual Maintenance Contract (AMC) Packages.
Imdaad Al-Batinah provides municipal waste collection for Be’ah (Government of Oman). Working with local partners, Imdaad provides door-to-door waste collection for over 800,000 people in North Al-Batinah and for 10 states in the Governate of Musandam.
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.

**FIRE DETECTION AND PROTECTION SYSTEMS**

**Fire Detection Solutions**
- Surveillance systems for Industrial Units, Hotels & Hospitals, Multi-Story Buildings & Towers
- Kitchen Hood Fire Suppression Systems for Hotels & Restaurants
- Central Battery / Emergency Lighting Systems
- FM200, INERGEN systems for Industrial Units, Hotels & Hospitals, Multi-Story Buildings & Towers
- Water mist Systems for Road Tunnels, Cable Tunnels, Hotels and Archive Storage

**ViroShield**
- Low Pressure Mist System
- High Pressure Mist System
- Car and Trucks Special Design System
- AirCraft Tunnel Entrance Disinfection System
- Bags Line and Goods Auto Disinfection on transmission line

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

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<th>LIFT SYSTEMS AND AUTOMATION</th>
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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%.
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

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**IMDAAD WON PREVIOUSLY**

- **Dubai Quality Appreciation Award**
  - Imdaad’s Group CEO

- **Lifetime Achievement Award**
  - Imdaad’s Group CEO

- **Visionary CEO of the Year**
  - Imdaad’s Group CEO

- **Overall GCC FM Company of the Year**

- **2015**
  - SKEA Silver
  - SHEIKH KHALIFA EXCELLENCE AWARDS
  - EMIRATES GREEN BUILDING COUNCIL
  - Health & Safety Initiative of the Year
  - FM AWARDS MIDDLE EAST
  - Environmental Protection (2nd Place)
  - DUBAI AWARD FOR SUSTAINABILITY TRANSPORT (DAST-RTA)

- **2016 - 2020**
  - Dubai Quality Appreciation Award
  - Lifetime Achievement Award
  - Visionary CEO of the Year
  - Overall GCC FM Company of the Year
CLIENT HIGHLIGHTS