



Imdaad

IMDAAD  
**LEADS**  
BY EXAMPLE

**15 YEARS**  
ANNIVERSARY

800 8200 | [www.imdaad.ae](http://www.imdaad.ae)

# IMDAAD JOURNEY







## 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.

15 YEARS  
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The leading provider of integrated facilities management solutions

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

Owned by the Investment Corporation of Dubai (ICD)

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

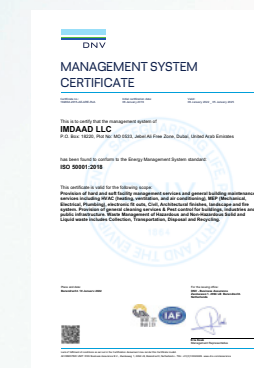
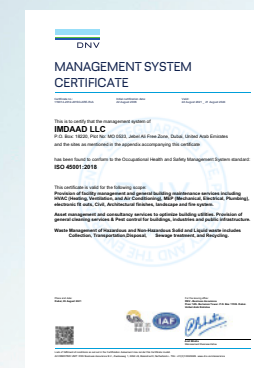
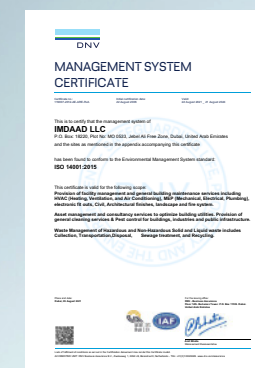
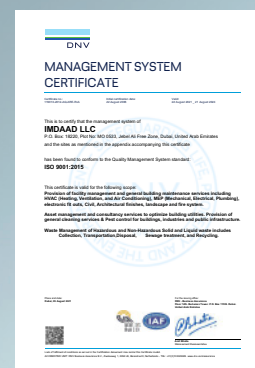
A Customer Relations Centre providing 24/7 support to our clients in 15 languages

An exceptionally high satisfaction and renewal rate with our clients

A regional leader in providing integrated, quality facilities management solutions

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

A multi-cultural workforce of more than 8000 employees from 45 nationalities





# SUBSIDIARIES

We provide 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.



# SERVICES

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 IN NUMBERS

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.

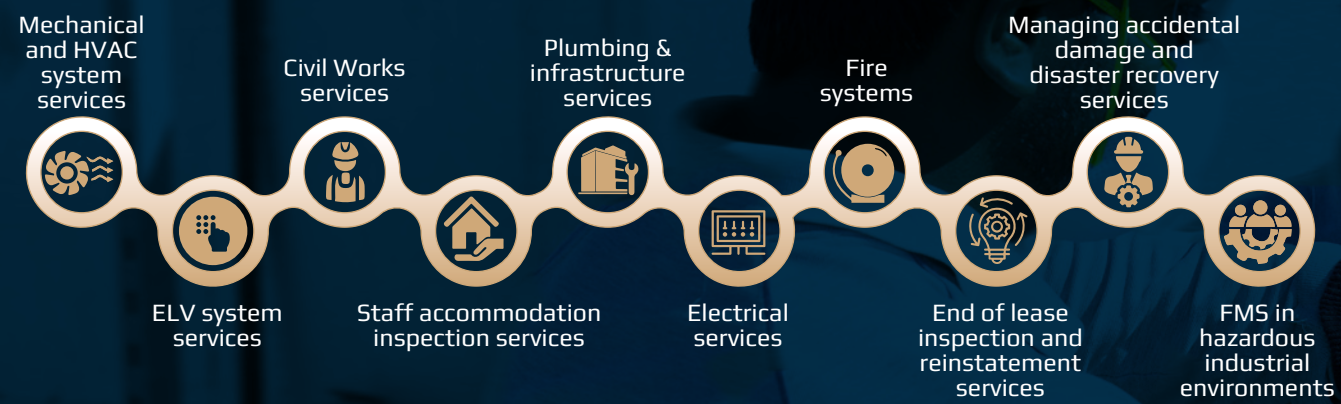






# FACILITIES MANAGEMENT

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.

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# 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.

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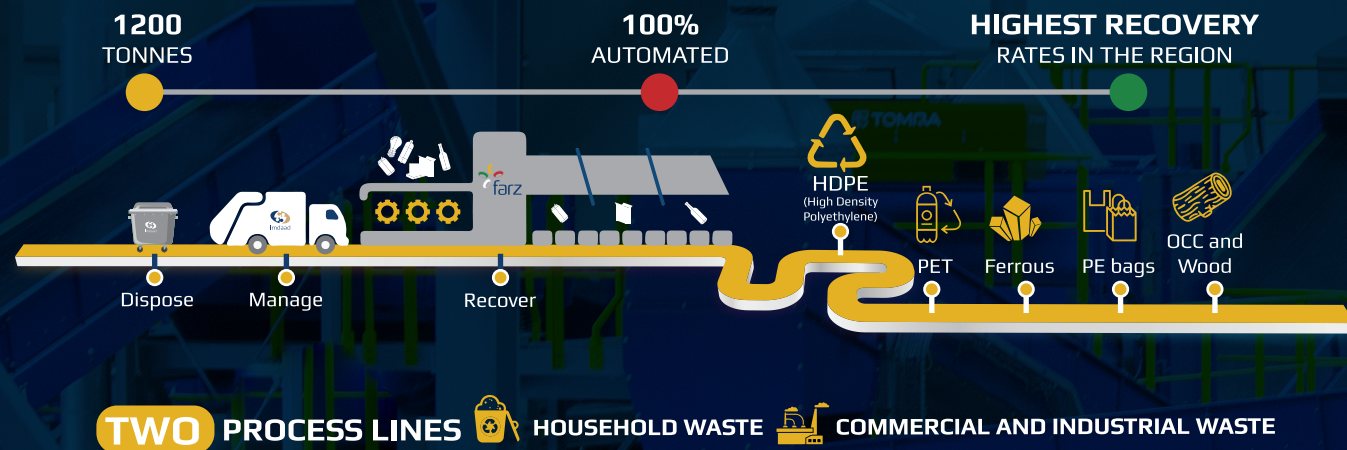


IMDAAD LEADS BY EXAMPLE





# MATERIALS RECOVERY FACILITY (MRF)



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.

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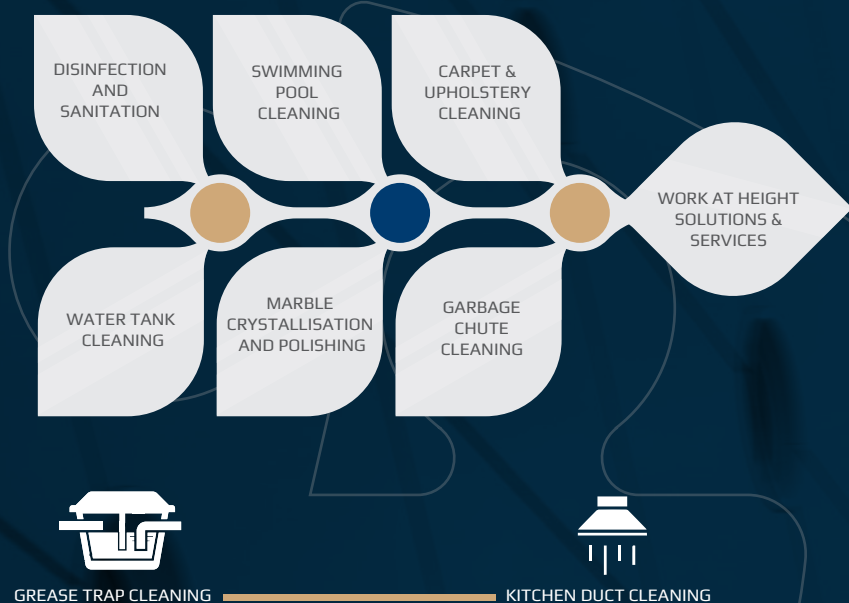
# SOFT SERVICES AND MANPOWER SUPPLY

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.

## General Cleaning Services



## Specialized Services



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# 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.

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**

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# ENVIRONMENT SOLUTIONS

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.

PRE  
COLLECTION



LANDFILL  
MANAGEMENT

COLLECTION OF  
WASTE



PUBLIC  
AWARENESS CAMPAIGNS

MANAGEMENT OF  
TRANSFER STATION



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# 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.

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

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# 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

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# 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%.



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## IMDAAD PREVIOUSLY WON



WASTE MANAGEMENT COMPANY OF THE YEAR  
MEWAR AWARDS 2021



SANITATION & WASTE MANAGEMENT  
COMPANY OF THE YEAR - FMME AWARDS 2021

SANITATION & WASTE MANAGEMENT  
COMPANY OF THE YEAR 2021 - Innovations in FM Awards 2021

TAQDEER AWARD  
5 STAR RATED 2021



Excellence in Facade Cleaning  
MECHF Awards 2021



Silver Award of Excellence in FM 

SANITATION AND WASTE MANAGEMENT  
COMPANY OF THE YEAR AT INNOVATION IN CONSTRUCTION & FM AWARDS



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

SKEA SILVER  
SHEIKH KHALIFA EXCELLENCE AWARDS

HEALTH & SAFETY INITIATIVE OF THE YEAR  
FM AWARDS MIDDLE EAST

GREEN FM ORGANIZATION OF THE YEAR  
EMIRATES GREEN BUILDING COUNCIL

ENVIRONMENTAL PROTECTION (2nd place)  
DUBAI AWARD FOR SUSTAINABILITY TRANSPORT (DAST-RTA)

DUBAI QUALITY  
APPRICATION AWARD

LIFETIME ACHIEVEMENT AWARD  
IMDAAD'S GROUP CEO

VISIONARY CEO OF THE YEAR  
IMDAAD'S GROUP CEO

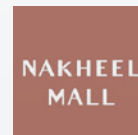
OVERALL GCC FM  
COMPANY OF THE YEAR



KEEP RIGHT  
TO HELP  
PEDESTRIAN  
FLOW



# CLIENTS







# 15 YEARS ANNIVERSARY

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