IMDAAD LEADS BY EXAMPLE
IMDAAD JOURNEY

2021
- IMDAAD acquires Seismodal
- IMDAAD opens its first office in Abu Dhabi

2020
- Group employee numbers exceed 7,000 for the first time
- Launch of IMDAAD’s new brand identity

2018
- Opening of FARS site in the UAE
- Acquisition of Farz Building Maintenance

2017
- Launch of IMDAAD’s new brand identity
- IMDAAD acquires Viva Safey LLC, a leading provider of fire protection and detection systems

2016
- IMDAAD acquires Viva Safey LLC
- IMDAAD acquires EIU

2015
- IMDAAD acquires Noga
- IMDAAD acquires ABAM

2014
- IMDAAD acquires Noga
- IMDAAD acquires ABAM

1986
- The original foundation of the business with fewer than 200 employees

2002
- Joint Venture established between Dubai World and SEIKO International

2003
- 51% acquisition by Dubai World - Rebranded as IMDAAD

2007
- 100% acquisition by Dubai World - Rebranded as IMDAAD

2009
- National Business launched as the first E244 revenue generation services provider

2011
- IMDAAD acquires Gulf Air

2012
- IMDAAD acquires Gulf Air

2013
- IMDAAD acquires Gulf Air

IMDAAD LEADS BY EXAMPLE

15 YEARS ANNIVERSARY
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
Certified in ISO 9001, ISO 14001, ISO 50001, OHSAS 18001, BICSc and ESGO
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.
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 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.
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.
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 Cleaning Services
- Manpower Supply and Office Support Services

Specialized Services

- Disinfection and Sanitation
- Swimming Pool Cleaning
- Carpet & Upholstery Cleaning
- Water Tank Cleaning
- Marble Crystallisation and Polishing
- Garbage Chute Cleaning
- Grease Trap Cleaning
- Kitchen Duct Cleaning
- Work at Height Solutions & Services
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.
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 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
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
- Maintenance services for lifts and escalators
- Car park barriers and paid parking systems
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15 YEARS ANNIVERSARY
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%.
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
  - 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 Application Award
- Lifetime Achievement Award
  - IMDAAD’s Group CEO
- Visionary CEO of the Year
  - IMDAAD’s Group CEO
- Overall GCC FM Company of the Year
- Sheikh Khalifa Excellence Awards
  - Gold
  - Silver
- Dubai Quality Application Award
- Sheikh Khalifa Excellence Awards
  - Silver
- Sheikh Khalifa Excellence Awards
  - Gold