



Imdaad

IMDAAD LEADS BY EXAMPLE



OUR JOURNEY

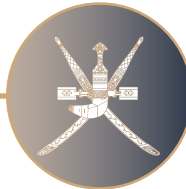
2020

Opening of FARZ
state of the art
Automated Materials
Recovery Facilities



2017

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



2018

Group employee numbers
exceed 6,500 for the
first time



2016

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



2015

Imdaad acquired NIGMA Lifts
Installations and Maintenance
Company LLC, a leading company in the
field of lifts, automation and specialist
technical equipment



2012

Establishment of Imdaad
Qatar as a Joint Venture



2014

Group employee numbers
exceeded 4,300



2013

Imdaad launched Isnaad, the
Group's Soft Services provider



2015

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

2011

Imdaad opened its first
branch in the Emirate of
Abu Dhabi



2007

100% acquisition by
Dubai World – Rebranded as Imdaad



2002

Joint Venture established between
Dubai World and SERCO International



2009

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



2003

51% acquisition by Dubai World –
Rebranded as SERCO Gulf



1986

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



VISION

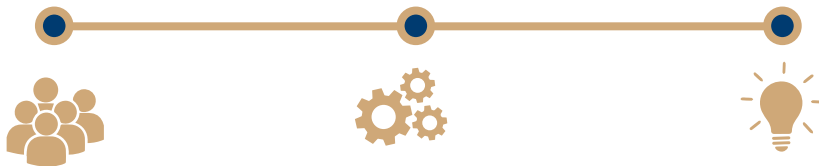
To be a regional leader in providing integrated, quality facilities management solutions

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)



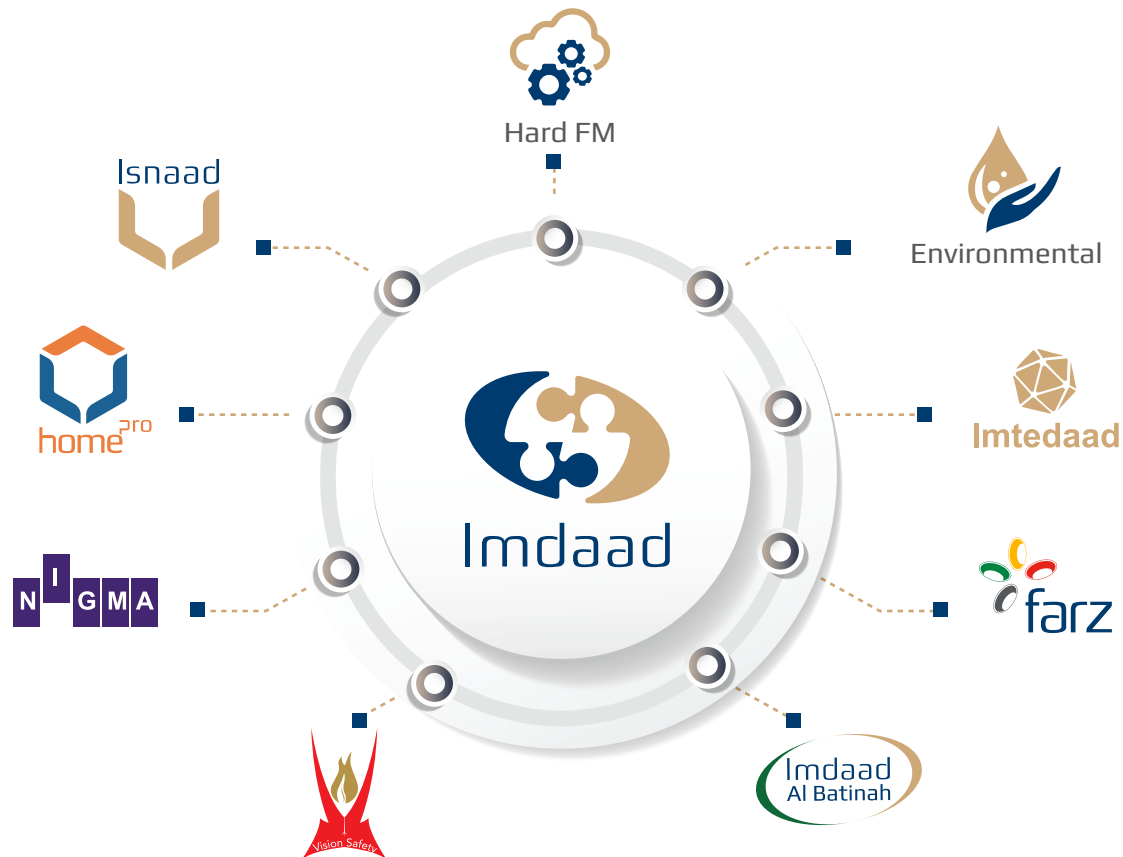
An exceptionally high satisfaction and renewal rate with our clients

A multi-cultural workforce of more than 6500 employees from 37 nationalities

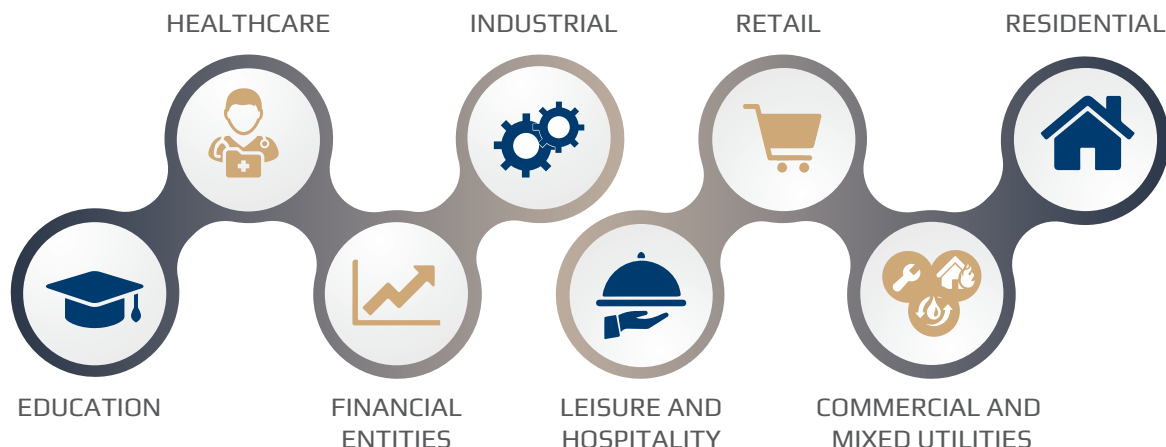
INTEGRATED FACILITIES MANAGEMENT

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.

SERVICES/SUBSIDIARIES



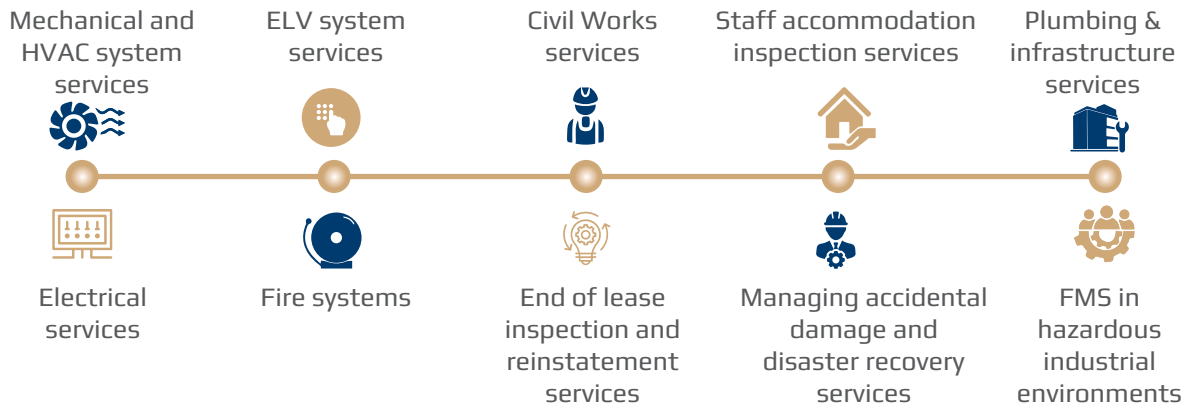
We provide a full spectrum of facilities management services through our integrated units and subsidiaries. Moreover, for most sectors, we are able to offer a strong level of service differentiation that comes from specialized knowledge held within one or more of the companies in the group. For example, 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.





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



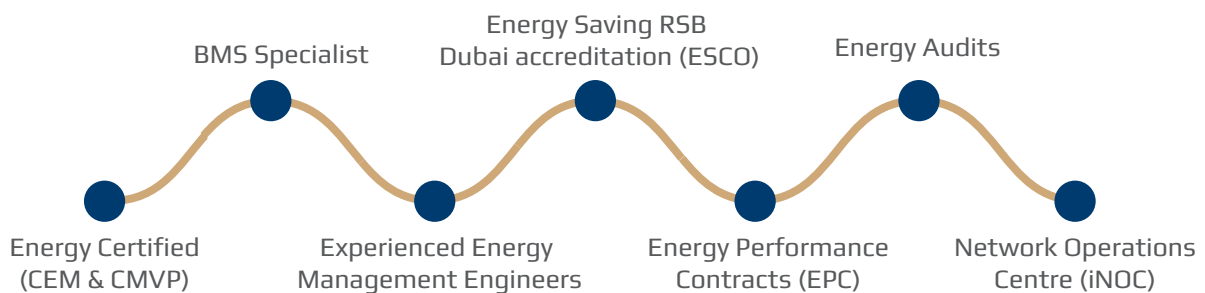
We understand that every business or facility has different challenges. Our breadth of experience puts us in a unique position to anticipate and address such challenges as well as being able to leverage both our scale and our cross-sector knowledge.

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 Energy Team



Award Winning Energy Management Technology



Technology Implementation of the Year

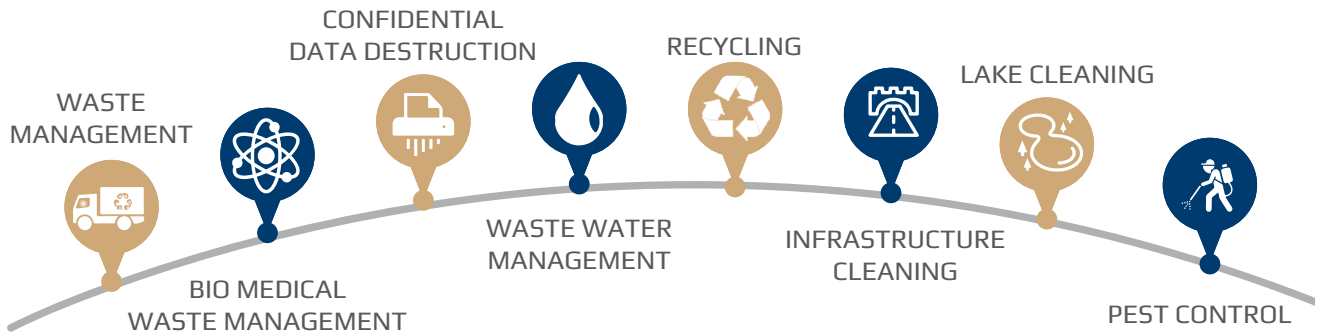


Innovation in Sustainable Technologies



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.



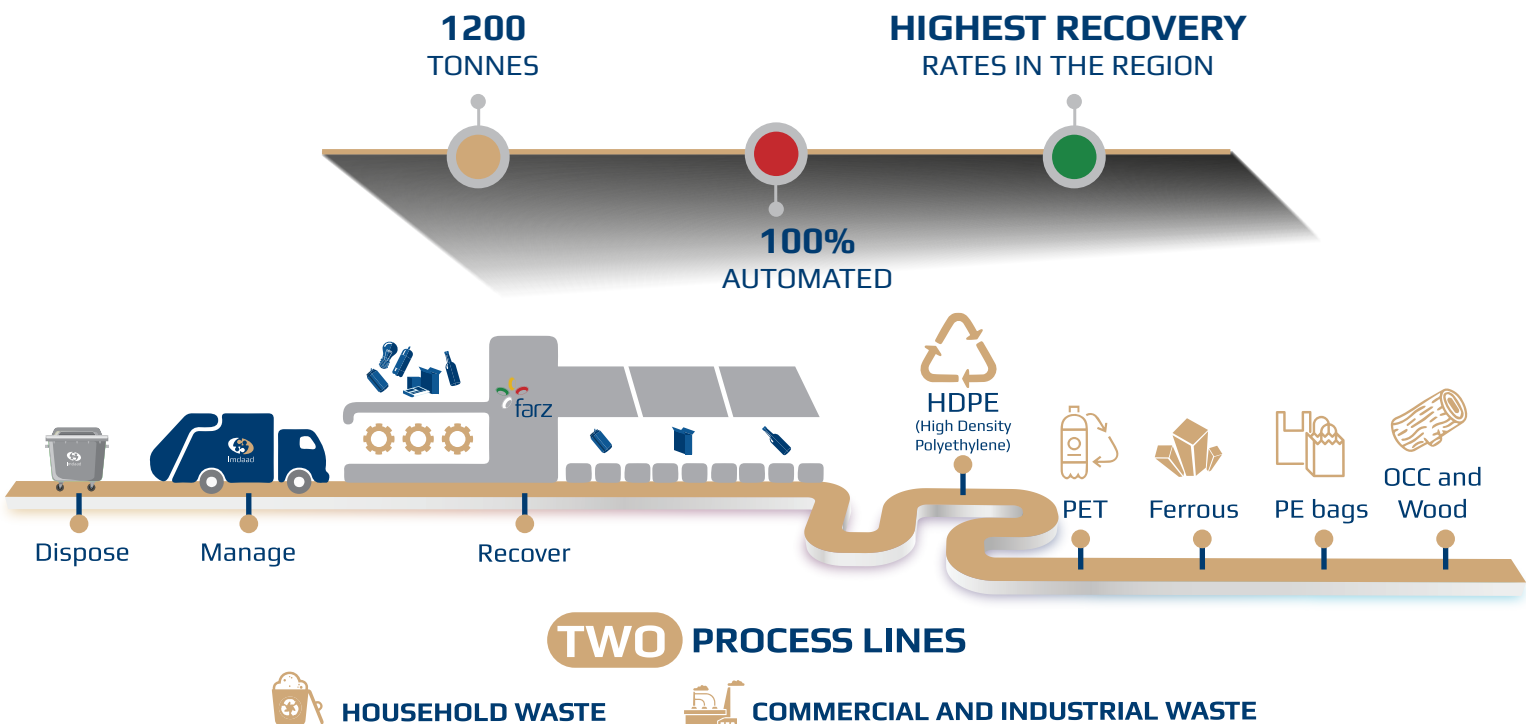
MATERIALS RECOVERY FACILITY (MRF)



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.

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 two forms of soft service to the FM industry – cleaning services and manpower services. Isnaad is ISO 9001, 14001 and OHSAS 18001, BICS, IRATA and CIMS certified.



RESIDENTIAL AND COMMERCIAL MAINTENANCE SERVICES

Home Pro is a division of Imdaad providing AMC's and 24x7 reactive and Repair services 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

ENVIRONMENTAL SERVICES

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.



Vision Safety

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

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

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



350+
waste trucks



80+
vehicles 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 owned /
managed by Imdaad



120+ Million
litres of waste water
treated each month



More than
20+
corporate social
responsibility campaigns
initiated each year



More than
17,000+
homes managed



+350 Banking locations managed by Imdaad

Imdaad's current customer portfolio, comprising more than 3,000 companies, is managed from our central base of operations in Jebel Ali, Dubai.

Our considerable investment in staff accommodation, employee development and operational systems ensures that every one of our 6,000+ employees remains an ambassador for our future business success.

IMDAAD PREVIOUSLY WON



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



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

2016 - 2019

2015

SKEA
Silver

SHEIKH KHALIFA
EXCELLENCE AWARDS

Green FM
Organization
of the Year

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)

IMDAAD WON PREVIOUSLY

Award

Dubai Quality
Appreciation Award

Lifetime Achievement
- Imdaad's Group CEO

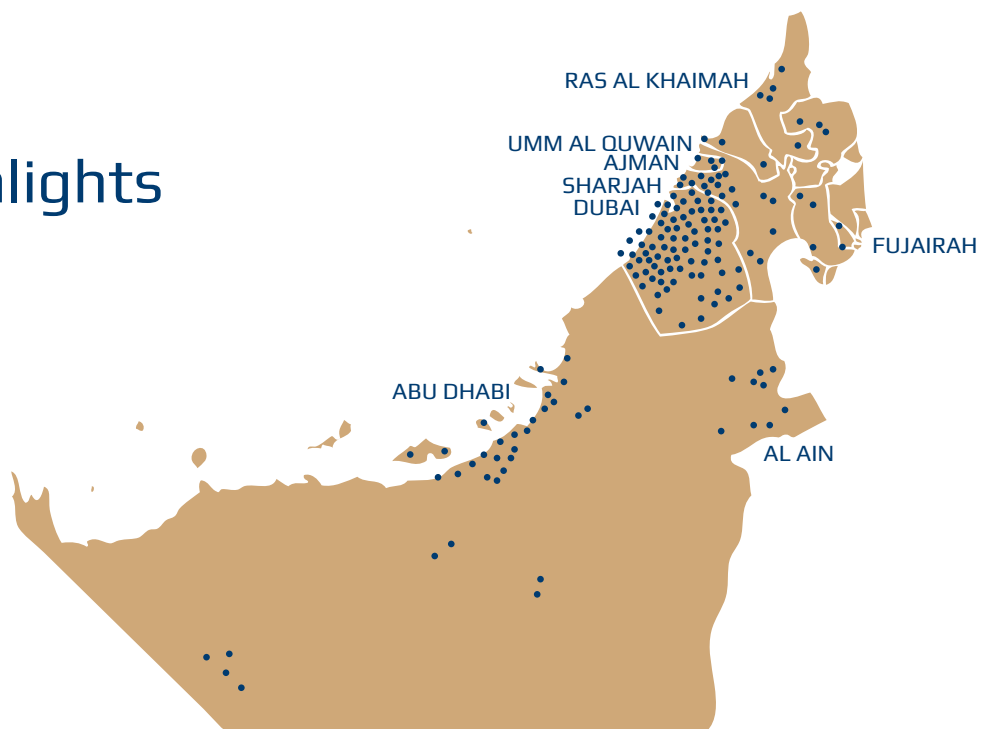
Visionary CEO of the Year
- Imdaad's Group CEO

Overall GCC FM
Company of the Year

CLIENTS HIGHLIGHTS



Coverage Highlights on the Map





Hazardous Operation



Plumbing



HVAC



Recycling



Vision Safety



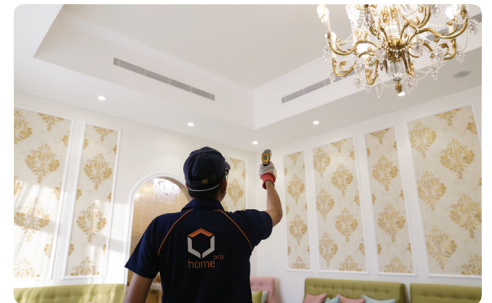
Energy Management



Electrical



Pest Control



Home Maintenance



Lake Cleaning



Waste Water Management



General Cleaning



Customer Care



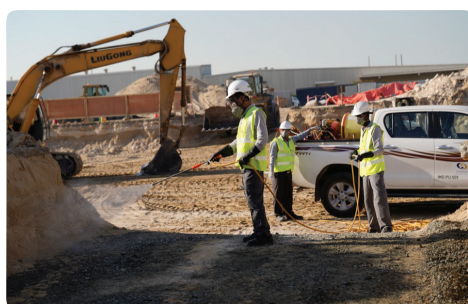
Bio Diesel



Be'ati Program



Cleaning Communities



Termite Control



FARZ



facade Cleaning



Insfrastructure Cleaning



Energy Management



Automation



Elevator Maintenance



Fumigation



Plumbing



Waste Management



Sewage Treatment



MEP

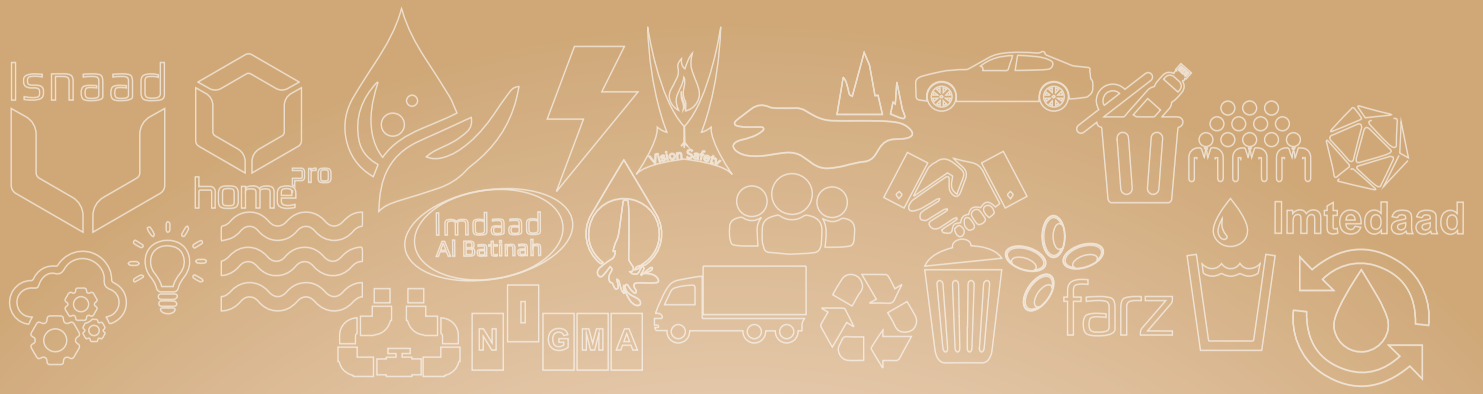


HVAC



Painting





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