



Your brand for  
**INTEGRATED  
FACILITIES  
MANAGEMENT**  
Solutions



EFFICIENT, EFFECTIVE,  
CUSTOMIZED, ON-TIME AND  
RELIABLE SERVICES  
DELIVERED CONSISTENTLY

WITH US  
EXPERIENCE TOTAL PEACE OF MIND,  
CONVENIENCE AND EXEMPLARY  
LEVELS OF SERVICE

Imdaad is a Dubai-based group of companies, owned by Investment Corporation of Dubai (ICD), that provides integrated, sustainable facilities management services that enhance operational efficiencies of physical assets. Established in 2007, the company is headquartered in Dubai with site offices and branches across the UAE, including Abu Dhabi. Imdaad's suite of complete turnkey solutions includes Integrated FM, Hard FM, Soft FM and Home Maintenance, as well as Environmental Services and power rentals. In addition, Imdaad's intelligent platform for facilities management, Imtedaad, provides real-time insights on the performance and trends of interconnected assets and ecosystems to offer recommendations for predictive maintenance and corrective actions. The company's multi-cultural workforce comprises of more than 6,000 skilled employees, representing 30 nationalities. Owing to its personalized business model that is based on providing cost-effective and sustainable services, Imdaad has grown to become the partner of choice for customers within the UAE and across the GCC.

Imdaad is certified to ISO 9001, ISO 14001, ISO 50001 and OHSAS 18000 standards since 2006. It has won 32+ prestigious awards recognized by the industry to establish itself as a quality-driven company while empowering customers to be more efficient. Such as,

Innovation in  
Sustainable  
Technologies' by Gulf  
Sustainability and CSR  
Awards

Sanitation and Waste  
Management Company  
of the Year' by FM  
Middle East Awards

Gold Award' by Sheikh  
Khalifa Excellence  
Award and several  
others

Guided by its core values of 'People, Service and Making a Difference', Imdaad has adopted a business model that allows the company to offer a more personalized touch in its services, endearing itself even more to its customers.

## Imdaad services:



### Isnaad:

Internationally qualified soft facilities management service provider by Imdaad responsible for approximately 4 million square meters of facilities; and specialized in housekeeping/cleaning, water tank cleaning and disinfection, façade cleaning and manpower supply.



**Facilities Management (FM):** To address the diverse needs of its clients across various industry verticals Imdaad provides wide range of services in MEP, infrastructure, mechanical, HVAC Systems, fire protection and detection, managing specialized services like elevator maintenance, automated barrier and security and many others.



**Environmental Services:** Imdaad provides wide range of services which includes Waste Management and Recycling Services, Pest Control Services, Waste Water Treatment and Management, Infrastructure Cleaning and Maintenance, Lake Cleaning...



Imtedaad

**Imtedaad:** As the technology division of Imdaad, it is responsible for enhancing operations, facilitating service delivery and increasing customer experience in the context of leading trends in Information Technology.

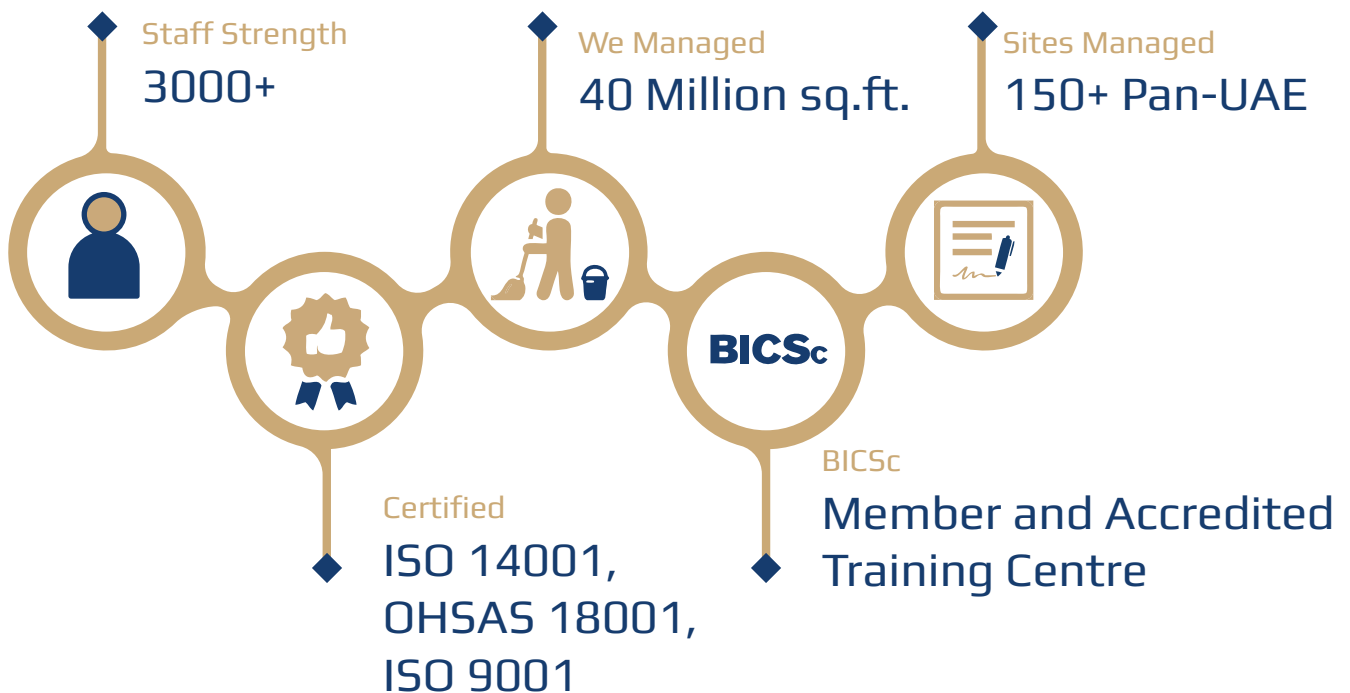


**HomePro:** 24/7 Maintenance Services provided by Imdaad is a unique and groundbreaking service in home maintenance. It provides customized and personalized services to homeowners through its network of skilled and competent workers.

## WHO WE ARE

Isnaad was established in 2013 to offer in-house soft services to clients as part of the Imdaad Group portfolio. We are an award winning Soft FM services provider in UAE. In a short span of 4 years, Isnaad has positioned itself as a key player in UAE's Soft services sector.

## Key Highlights





## WHAT WE DO

We look after your most important assets – your facilities – and let you concentrate on your core business competencies. We are dedicated towards increasing the productivity of your facilities by reducing costs, enhancing operational efficiencies and increasing end user satisfaction.

## WHY ISNAAD



### It's all about teamwork

We work in partnership with you for the effective and efficient delivery of FM that supports the objectives of your organization.



### Tailor made Solutions

We don't believe in 'one-size-fits-all' dictum and go to lengths to devise solutions that suit you specifically.



### We have the expertise

we harness the power of our expertise to provide state-of-the-art services.



### Our staff: our pride

A well trained, dedicated and technologically adept workforce is our strength. Our staff are trained to the highest standards to deliver a quality focused service to our customers.



### Innovation/ Development

We are relentless in our quest for innovation and development with the goal of reducing costs and value addition.



### Technologically updated

We employ the most modern tools and advanced technologies to deliver excellence repeatedly.



### Reliable Services

We take pride in the work we do and deliver reliable results consistently. You can bank on us!



### Sustainability

We ensure our chemicals are eco friendly and globally certified as per international standards. High efficiency of equipment with low energy consumption

## OUR SERVICE PORTFOLIO INCLUDES:

General Cleaning  
Services



Specialized  
Cleaning Services

Manpower Supply  
and Office Support  
Services



## GENERAL CLEANING SERVICES

As facility management Service Company we understand the importance and dynamics of soft services like cleaning, mail room services. Effective rendering of these services will positively impact your business, build your brand equity and increase your employee morale, and that's what we do. A list of our services:

### Service Categories

- Commercial Cleaning Services
- Internal Cleaning Services
- External Cleaning Services
- Infrastructure Cleaning Services
- Industrial Cleaning Services
- Hygiene Cleaning Services





## MAN POWER SUPPLY

We undertake extensive background checks and have updated records of all the staff we provide and employ, to ensure that our clients have a seamless and 'hassle-free' business process. We also train our employees and provide personality development and grooming courses to ensure that they are 'employment-ready'. High commitment standards, pleasant behavior, and sustained performance are the hallmarks of the workforce supplied by us. A list of our offerings:

- Cleaners
- Stewards
- Waiters & Waitresses
- Life Guards
- Receptionist
- Laundry Boy
- Concierge
- General Helpers
- Room Attendants



## SPECIALISED CLEANING SERVICES

We offer specialized cleaning services for even the most extreme and technically difficult areas that go beyond the normal everyday cleaning. No cleaning assignment is beyond our capability and we not only meet customer requirements but often exceed them. We guarantee 100% satisfaction and the job is never finished until the customer is satisfied.





## A LIST OF OUR SERVICES:

### ■ FACADE AND HIGH-LEVEL CLEANING

In our high-level operations, we understand the value and importance of a well-maintained facade as it is the first impressions of your business to the public eye. Our highly skilled and certified technicians are working in accordance with the local safety regulations and international standards such as IRATA, IPAF and BICSSs. To secure efficient quality delivery whilst focusing on safety first, our experts are available at your door step to evaluate the most rational type of methodology considering latest technologies for excellent, long-lasting cleanliness to enhance the lifecycle of your building.

### ■ WATER TANK CLEANING AND DISINFECTION

Our highly experienced cleaning technicians provide you with the best and sustainable solutions for domestic and industrial Water Tanks of all sizes so that the water you use is free from legionella and safe for consumption. We support you to receive all required approvals to ensure safety during our activities to guarantee smooth operations during and fast completion.

### ■ SWIMMING POOL CLEANING

Our experience extends from private and community pools to Olympic size high tech swimming facilities. We are committed to provide our customers a full line of professional services for swimming pools including pump maintenance and deep cleaning. Our swimming pool services include; on-site pool water testing and periodic testing through independent UAE approved laboratories as also the conditioning of water quality as well as frequent cleaning of drainage and pool tiles.

### ■ MARBLE CRYSTALLIZATION AND POLISHING

Crystallization is regularly required to maintain the shine and step security of your floors. Our expert technicians have in depth practical knowledge of diverse natural stone types and their treatment. We offer yearly and ad hoc services to enhance the appearance of your surfaces and protect them from everyday wear and tear. Special coatings are provided to extend the frequency of maintenance to help you increase the life cycle and reduce costs.

### ■ CARPET & UPHOLSTERY MAINTENANCE

We bring the expertise of world class carpet cleaning to your doorsteps. Our technicians use different methodologies which fits any material and ensures that colors and fibers receive the right treatment and protection. Our advanced green cleaning agents remove spots and stains and make your carpet look clean and fresh as new. Also, Isnaad provides you a refreshing upholstery cleaning experience that extends the life of your furniture and enhances the look and feel of your assets.

### ■ GARBAGE CHUTE CLEANING AND DISINFECTION

We provide professional chute technicians who use specialized equipment to eliminate the residues that builds up on the inside walls of the garbage chute to control odors and reduce health risks to residents and visitors.

## OUR ESTEEMED CLIENTS

Unflinching focus, diligent commitment to quality and trust based relationship with customers are the three pillars of our organization. This has won us the support and faith of many. Some of our esteemed customers in the showcase...

ATLANTIS  
THE PALM, DUBAI

بلدية دبي  
DUBAI MUNICIPALITY

مجمع خندان الرياضي  
KHANDAN SPORTS COMPLEX

المجلس التنفيذي  
THE EXECUTIVE COUNCIL

Dubai Airports  
Connecting the World

حكومة دبي  
GOVERNMENT OF DUBAI

NAKHEEL

Emirates

بنك الإمارات دبي الوطني  
Emirates NBD

مساندة  
Musnada

جهازك دبي  
DUBAI CUSTOMS

دائرة الشؤون الإسلامية  
Islamic Affairs & Charitable  
Activities Department

Jafza  
المنطقة الحرة دبي  
Dubai Free Zone

INVESTMENT  
CORPORATION OF  
DUBAI

DP WORLD

EMAAR

مركز دبي التجاري العالمي  
DUBAI WORLD TRADE CENTRE

حديد الإمارات  
emirates steel

WASL  
WASL

Dubai International  
Financial  
Centre  
DIFC

DP WORLD

KHALIFA  
UNIVERSITY

JUMEIRAH  
GOLF ESTATES

ENOC

MERAAS

سلطة واحة دبي للسيليكون  
Dubai Silicon Oasis Authority

DUBAI  
HOLDING

دبي  
Parks  
AND RESORTS

هيئة الصحة بدبي  
DUBAI HEALTH AUTHORITY

مجمع دبي للاستثمار  
DUBAI INVESTMENTS PARK

ALDAR

بنك أبوظبي الأول  
FAB  
First Abu Dhabi Bank

المشرق  
mashreq

المتحف  
MUSEUM

مجموعة بريد الإمارات  
EMIRATES POST GROUP

بيلا  
be'ah

ثقافة  
Culture

DFM  
سوق دبي المالي  
Dubai Financial Market

TECOM GROUP

ADNEC

شرطة دبي  
DUBAI POLICE

EMAAR  
HOSPITALITY  
GROUP

امارات  
Emarat

الحبوت  
ALHABTOOR

Aster  
HOSPITAL  
We'll Treat You Well

DISCOVERY  
GARDENS

DUBAI  
LAST EXIT

DUBAI  
LAST EXIT  
AL ENNAHARA

VICEROY  
DUBAI PALM JUMEIRAH

HATTA FORT HOTEL  
Your Exclusive Mountain Retreat

دبي  
Parks  
AND RESORTS

مستشفى الزهراء دبي  
AL ZAHRA HOSPITAL DUBAI

RIXOS  
HOTELS

JUMEIRAH  
PARK

AL SEEF

LA MER

مجمع دبي للاستثمار  
DUBAI INVESTMENTS PARK

MED CARE  
HOSPITAL

Radisson

al furjan

radio  
FM

Jumeirah Islands

International City

Queen  
Elizabeth 2











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