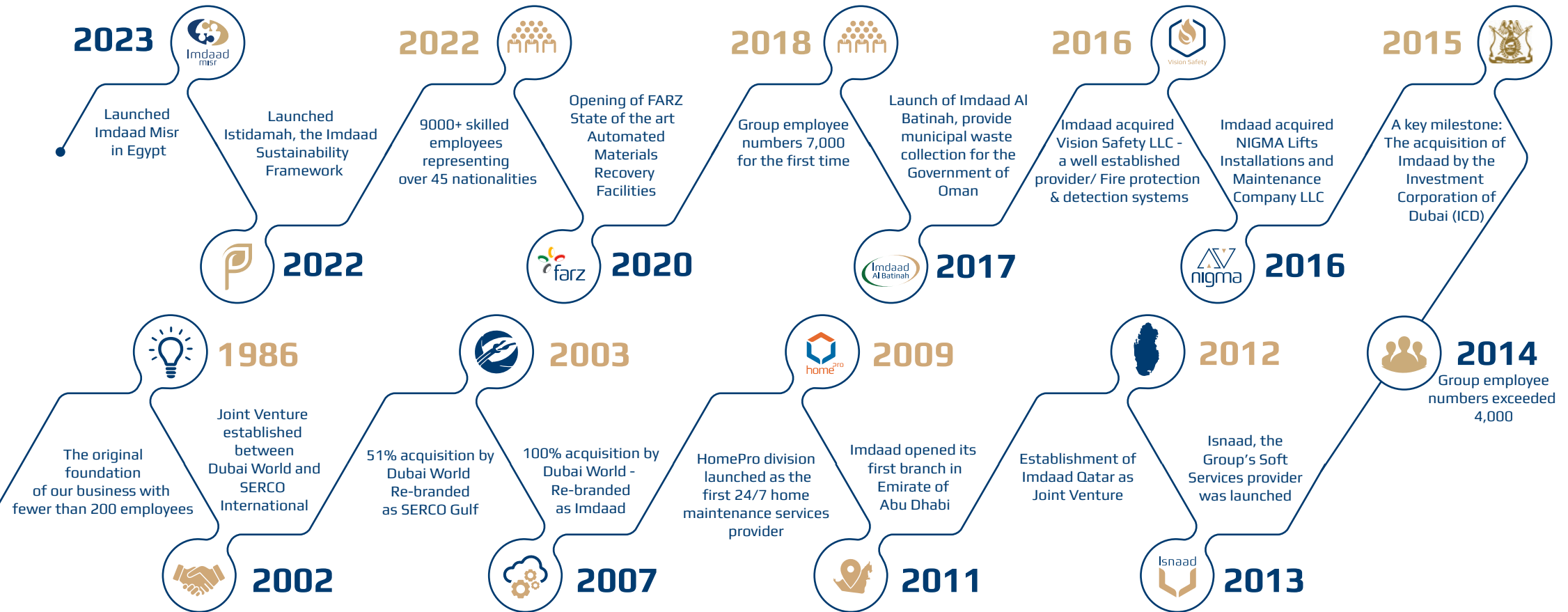


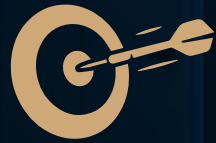


Imdaad **LEADS** by Example



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



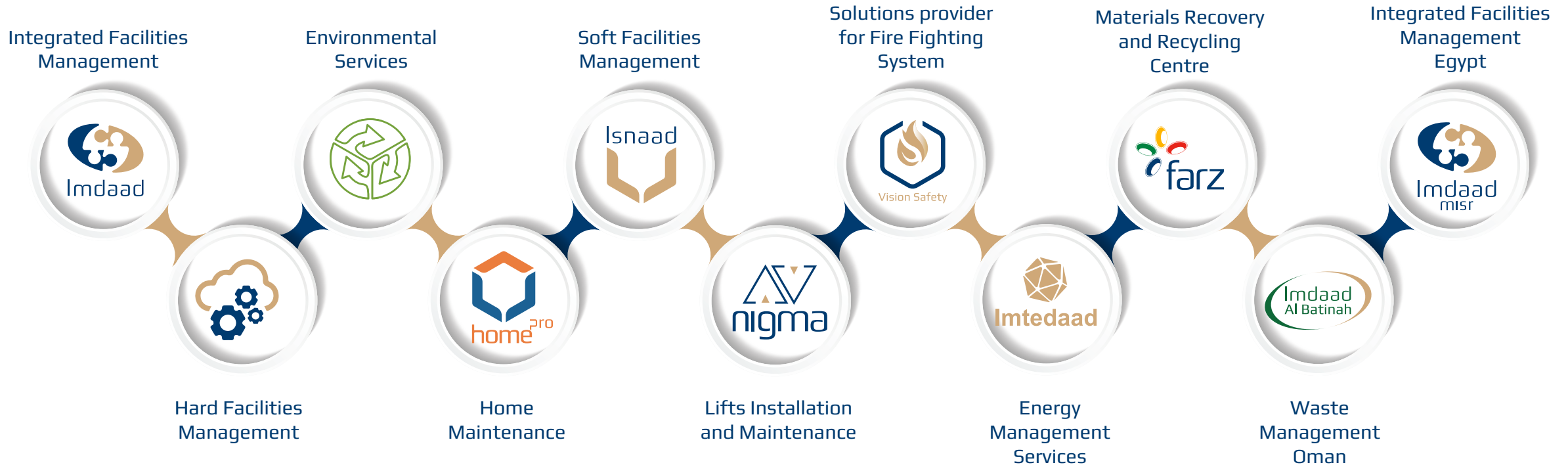
SERVICE



MAKING A DIFFERENCE

GROUP BUSINESS UNITS

We provide Integrated Facilities Management solutions to our clients across many different sectors and are able to create customized and appropriate plans depending on the requirements of each client's specific industry.



SECTORS

Industrial



Retail



Residential



Commercial



Mixed Use



Infrastructure



Leisure & Hospitality



Financial Institutions



Education



Healthcare



Religious Sites



IMDAAD IN NUMBERS

We serve all of our stakeholders who trust Imdaad to keep their environment and communities safe.

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.



INTEGRATED FACILITIES MANAGEMENT SERVICES

Imdaad Group is a leading provider of comprehensive Integrated Facilities Management (IFM) services. With a track record of excellence, we specialize in delivering end-to-end solutions to optimize the management and operation of facilities. Our skilled professionals and advanced technologies ensure seamless operations and exceptional service quality.

We offer a wide range of IFM services, including hard services, soft services, waste management, energy management and specialist services. Our client-centric approach enables us to tailor solutions to meet specific needs, ensuring maximum efficiency, cost-effectiveness, and customer satisfaction.

At Imdaad Group, we prioritize innovation, reliability, and sustainability, providing our clients with a competitive advantage and a conducive environment for their core operations.





HARD SERVICES

Facilities Management Services (FMS) is the division of Imdaad that provides an extensive range of 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.



MEP



CAFM



Specialist Technical Services



Civil Works



DLP Management



IN-HOUSE SPECIALIST SERVICES

Fire Detection and Protection Systems



Fire
Detection
Solutions



Central Battery /
Emergency
Lighting Systems



Surveillance Systems for
Industrial Units,
Hotels & Hospitals,
Multi-Storey Buildings &
Towers



FM200, INERGEN
systems for Industrial
Units, Hotels & Hospitals,
Multi-Storey Buildings &
Towers



Water Mist Systems for
Road Tunnels, Cable
Tunnels, Hotels and
Archive Storage



Kitchen Hood Fire
Suppression Systems for
Hotels & Restaurants

Lift Systems and Automation



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



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

SOFT SERVICES

Isnaad is the division of Imdaad that provides multiple forms of soft service to several industries.

General Cleaning Service

Internal Cleaning

External Cleaning

Specialist Cleaning Services

Isnaad's name stands for providing highly skilled and trained staff along with sustainable tailor made solutions. Isnaad and it's employees are BICS, IRATA and CIMS certified.

Facade Cleaning

Water Tank Cleaning

Disinfection & Sanitation

Swimming Pool Cleaning

Lake Cleaning

Marble Crystallisation & Polishing

Deep Cleaning

Kitchen Duct/Grease Trap



MANPOWER SUPPLY

With our comprehensive manpower supply services, we help you focus on your core business and eliminate the difficulties of handling large numbers and different specialities of manpower supply and human resources. We provide you with manpower solutions in the shape of support staff, hospitality staff, as well as general helpers under our sponsorship on a temporary or long-term basis to meet the needs of your business.



Lifeguards



Office Assistants



Office Boy/Girl



Porters



Hospitality
Bellboy, Receptionist, Concierge



F&B staff - Waiter, Waitress



Room Attendants



Drivers



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.



Waste Management



Bio Medical Waste Management



Waste Water Management



Confidential Data Destruction



Recycling



Pest Control

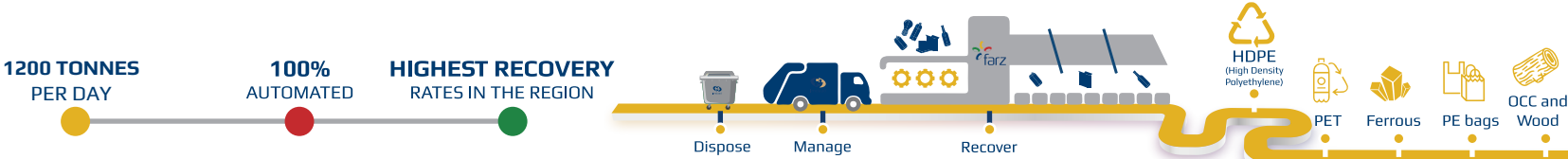


MATERIALS RECOVERY FACILITY (MRF)

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.

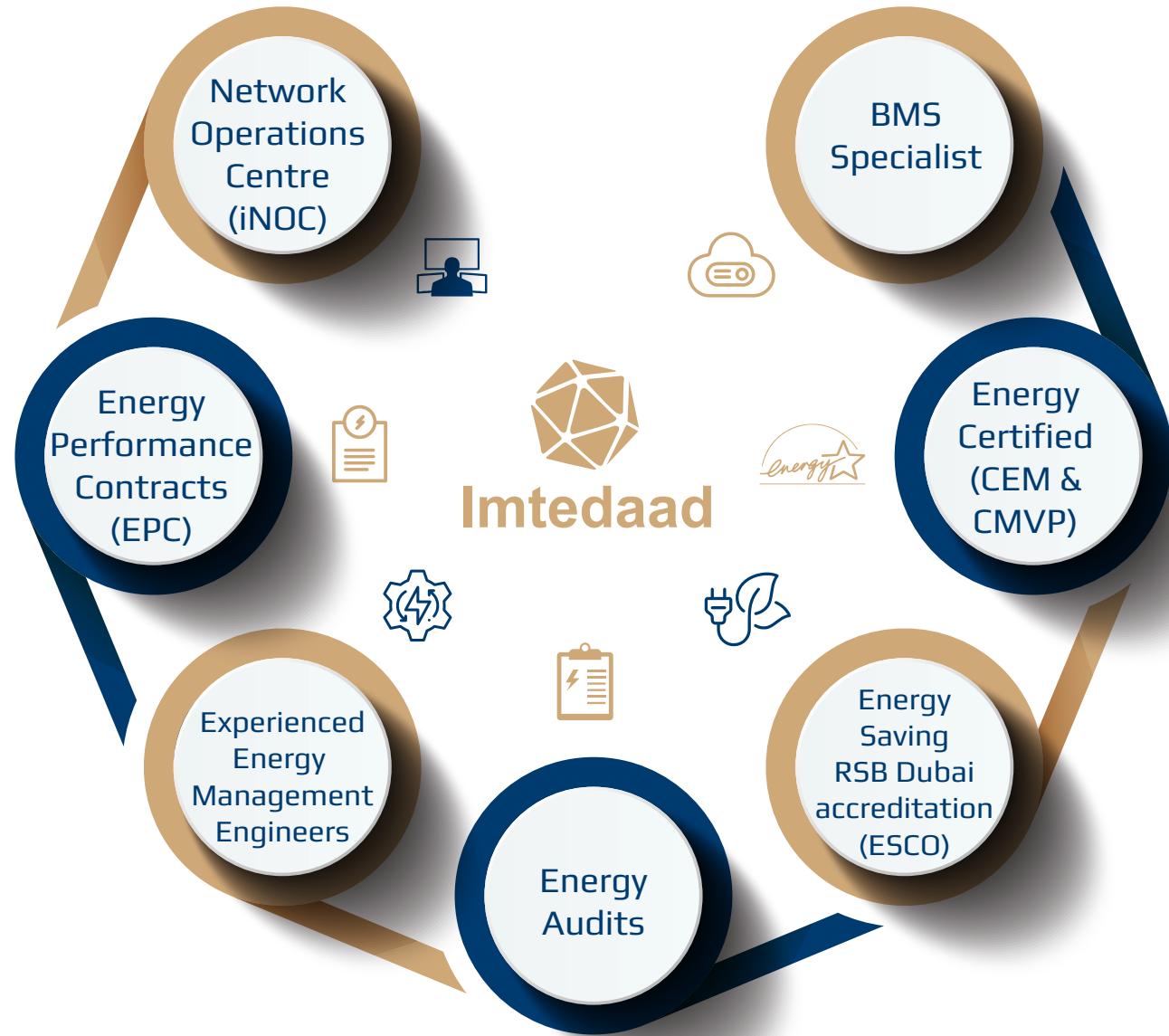
These materials are HDPE (high density polyethylene), PET, Aluminium, Ferrous materials, OCC and Wood and PE bags.



TWO PROCESS LINES  **HOUSEHOLD WASTE**  **COMMERCIAL AND INDUSTRIAL WASTE**

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%.





HOME MAINTENANCE 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.

Leave all your maintenance and home care needs to HomePro round-the-clock with our customized annual maintenance contract packages





INTERNATIONAL OPERATIONS



ENVIRONMENT SOLUTIONS - OMAN

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

Management of
Transfer Station



Public Awareness Campaigns



Bulky Waste





INTERNATIONAL OPERATIONS



INTEGRATED FACILITIES MANAGEMENT - EGYPT

Imdaad Group's branch in Egypt, Imdaad Misr is a premier provider of Integrated Facilities Management (IFM) services, delivering excellence across Egypt which brings our expertise and industry-leading practices to cater to the unique needs of our Egyptian clients.

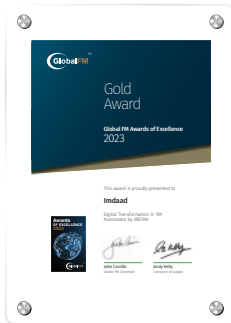
Our comprehensive IFM solutions encompass services ranging from hard and soft services to waste and energy management with latest practices and technologies ensuring maximum satisfaction.

At Imdaad Misr, our commitment to innovation, professionalism, and customer satisfaction drives us to exceed expectations our partners by optimizing their facilities operations.



AWARDS & RECOGNITIONS

2023



Digital Transformation in FM - Gold Award

MEFMA Awards of Excellence in FM



Digital Transformation in FM



Customer Experience in FM



FM Partnerships

Innovation in FM Awards



Cleaning Company of the Year



Innovative FM Company of the Year

FMME Awards



Best Sanitation and Waste Company of the Year



Highly Commended Top Cleaning Company of the Year

2021 - 2022



**TAQDEER AWARD
5 STAR RATED**



**TECHNOLOGY IMPLEMENTATION -
MEFMA 2022**



**THE BEST COVID 19 RESPONSE AWARD
IN MECHF AWARDS**



**CLEANING COMPANY
OF THE YEAR - IFM**



**WASTE MANAGEMENT
COMPANY OF THE YEAR - IFM**
**WASTE MANAGEMENT COMPANY OF THE YEAR
MEWAR AWARDS**



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



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

**TAQDEER AWARD
5 STAR RATED**

**EXCELLENCE IN FACADE CLEANING
MECHF AWARDS**

2019 - 2020

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**

PREVIOUSLY WON

**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**

**HEALTH & SAFETY INITIATIVE OF THE YEAR
FM AWARDS MIDDLE EAST**

**GREEN FM ORGANIZATION OF THE YEAR
EMIRATES GREEN BUILDING COUNCIL**

**ENVIRONMENTAL PROTECTION
DUBAI AWARD FOR SUSTAINABILITY TRANSPORT (DAST-RTA)**

**DUBAI QUALITY
APPRECIATION AWARD**

**LIFETIME ACHIEVEMENT AWARD
IMDAAD'S GROUP CEO**

**VISIONARY CEO OF THE YEAR
IMDAAD'S GROUP CEO**

**OVERALL GCC FM
COMPANY OF THE YEAR**



CERTIFICATIONS & MEMBERSHIP



CLIENTS



