



RELIABILITY AND CONSISTENCY HAS A NEW NAME



INTRODUCTION TO IMDAAD GROUP

The **Imdaad group of companies** is owned by the Investment Corporation of Dubai (ICD). The Imdaad group provides integrated, sustainable facilities management services that enhance the operational efficiency of any physical asset.

As well as managing and supporting your physical facilities, we can also provide you with expert, highly trained manpower services and soft skills. We offer you a complete solution.

Established in 2007, Imdaad is headquartered in Dubai with site offices and branches across the UAE. Imdaad's suite of complete turnkey solutions includes:

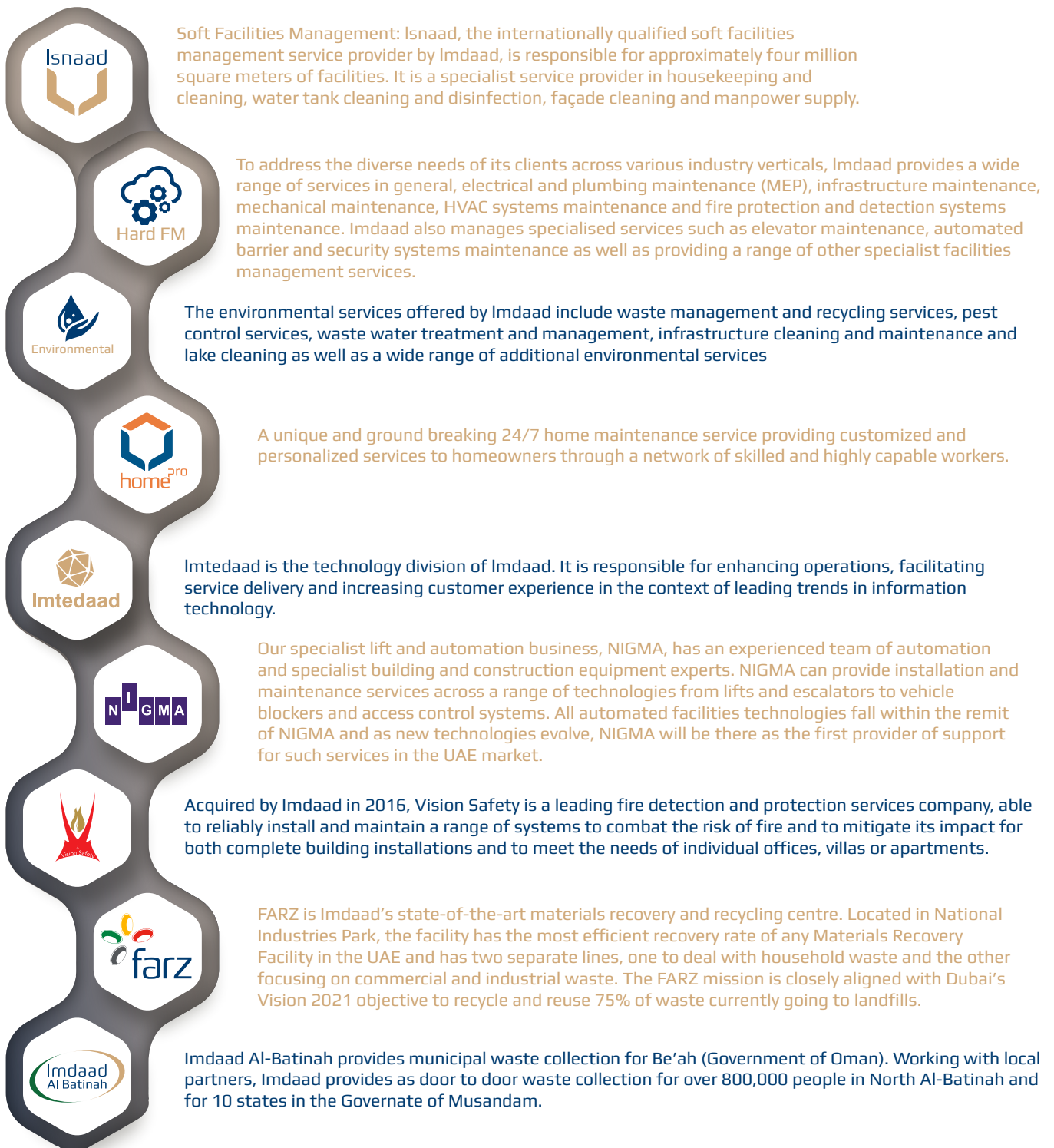


The core values of Imdaad are defined as:

'People, Service and Making a Difference'

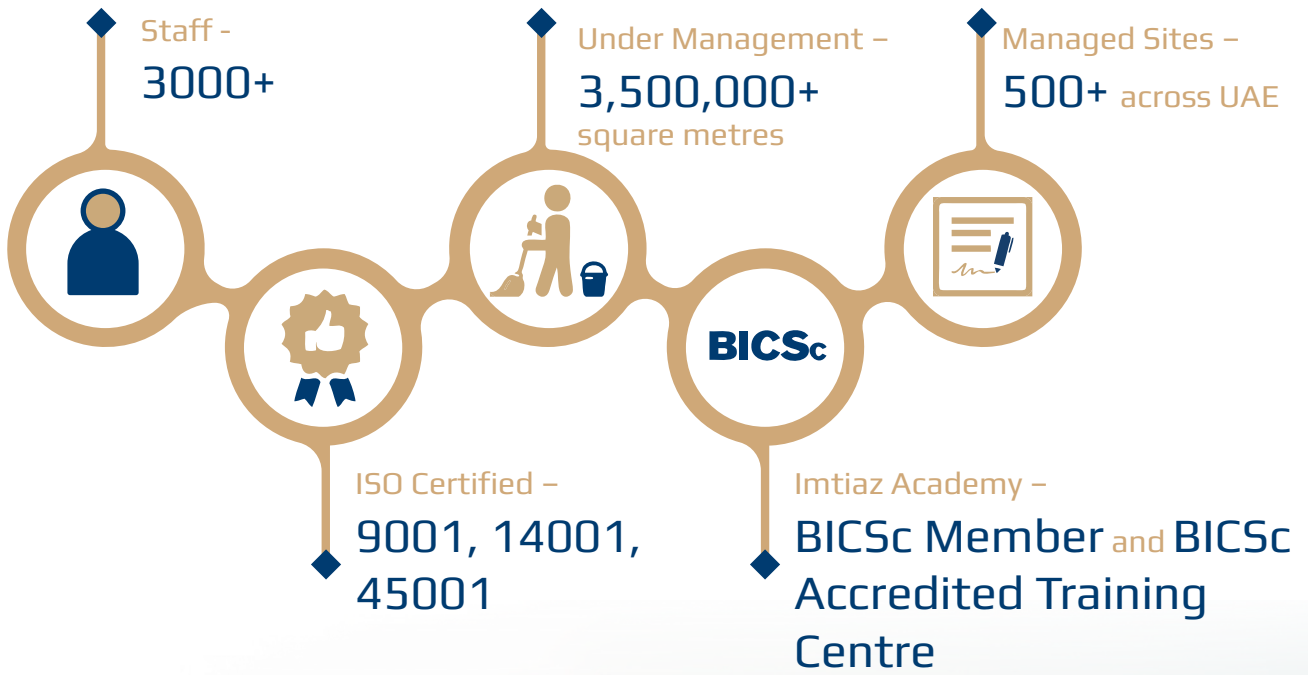
The business model adopted by Imdaad facilitates a more personalized touch in its provision of services – a feature that has attracted the loyalty of its many customers and clients.

The services currently offered by Imdaad are:



Isnaad is an award-winning soft facilities management services provider that was established by Imdaad in 2013 to provide in-house soft services to our clients.

Key Highlights



With more than 3000 staff providing services to 500 sites across the UAE, Isnaad offers significant added value to our clients. Our commitment to quality is demonstrated by the fact that our training centre, the Imtiaz Academy, which opened in 2019, is accredited by the British Institute of Cleaning Science (BICSc).

Isnaad is committed to delivering integrated soft facilities management service solutions to meet ever-evolving client requirements across a wide spectrum of sectors.

The three main services that Isnaad offers are General Cleaning, Specialised Cleaning and Manpower Supply.



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



Specialised
Cleaning



Manpower Supply
and Office Support

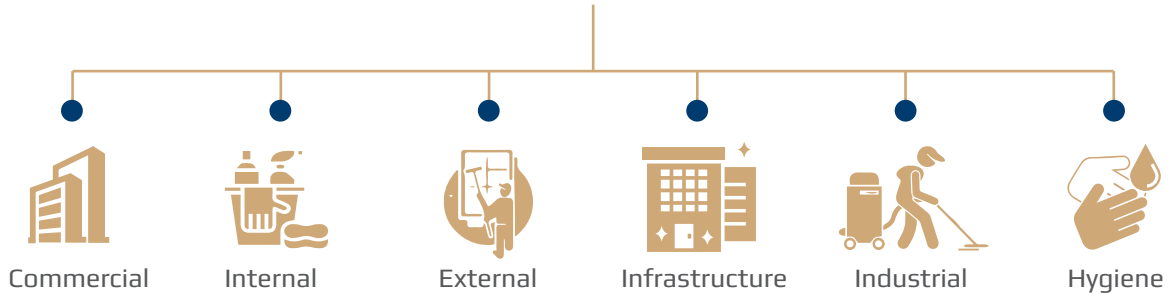


GENERAL CLEANING

The general cleanliness of a facility can have a significant impact on the overall impression that potential tenants or customers take away from a visit. Moreover, quality cleaning is essential for meeting basic hygiene.

As a facility management services company we understand the importance and dynamics of soft services like cleaning and other support services. The effective operation of these services will positively impact your business, build your brand equity and increase your employee morale and wellbeing, and that's what we do.

Cleaning Service Categories



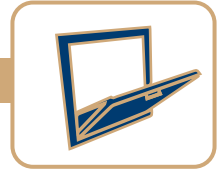
SPECIALISED CLEANING

We offer specialised 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. Our specialised cleaning services include:

Water Tank
Cleaning and
Disinfection

Marble
Crystallisation
and Polishing

Garbage Chute
Cleaning and
Disinfection



Façade and
High-Level
Cleaning

Swimming
Pool Cleaning

Carpet and
Upholstery
Cleaning



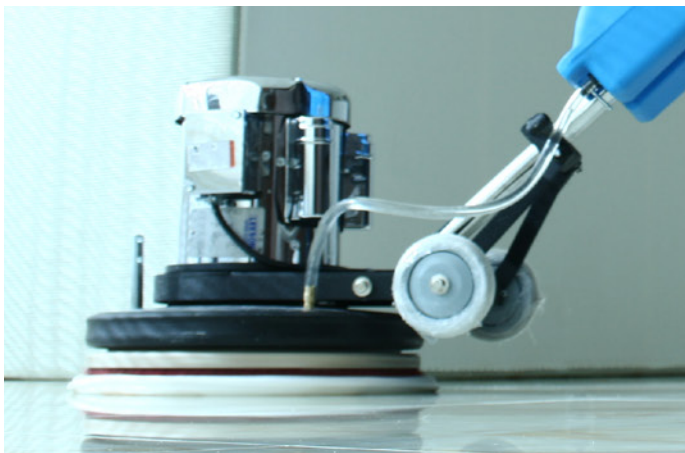


Water Tank Cleaning and Disinfection

Our highly experienced technicians are able to clean both domestic and industrial water tanks of all sizes. This is critical in order to ensure that the water you use is free from Legionella bacteria and safe for consumption. As part of this service, we facilitate all approval processes in order to achieve a smooth completion of the job without delays.

Swimming Pool Cleaning

Our experience ranges from private and community pools to Olympic level high-tech swimming facilities. We provide a full line of professional services, including pump maintenance and deep cleaning. We also offer on-site water testing and periodic testing through independent UAE approved laboratories as well as maintaining water quality and cleaning drainage and pool tiles.



Marble Crystallisation and Polishing

Crystallisation is required on a regular basis to maintain the shine and step security of your floors. Our expert technicians have in depth practical knowledge of a diverse range of 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 available which help to extend the lifetime of your marble and therefore reduce costs.

Garbage Chute Cleaning and Disinfection

Isnaad's professional chute technicians use specialised equipment to eliminate the residues that builds up on the inside walls of garbage chutes. This serves to control odours and reduce health risks for residents and visitors.



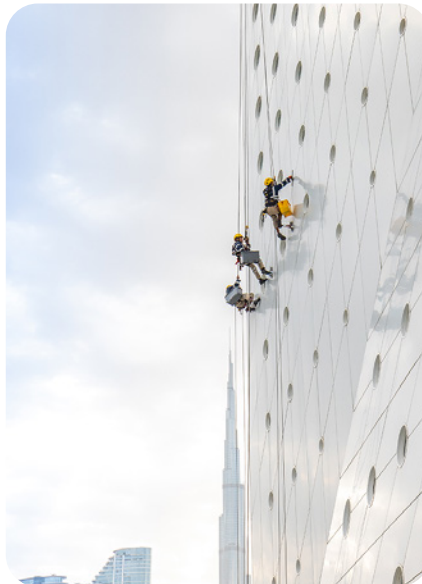
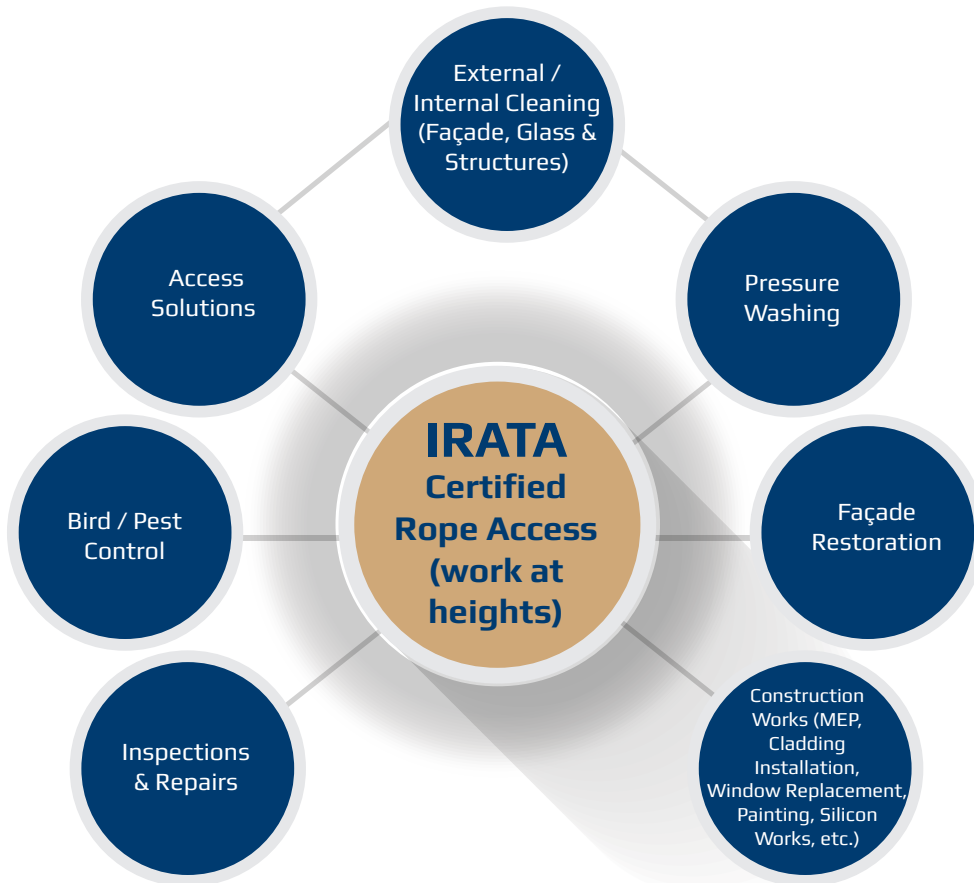
Carpet and Upholstery Cleaning

We bring a world class carpet cleaning service to your doorstep. As well as protecting the value of your carpets and upholstery, deep cleaning is essential in order to protect your building's indoor air quality. Our expert technicians use appropriate methods depending on the fabric that they are cleaning and whether there are any stains. We use advanced environmentally friendly cleaning agents that leave your carpets looking clean and fresh, free of spots and stains, without risking damage or introducing unnecessarily toxic chemicals into your property.



Façade and High-Level Works

A well-maintained façade is often the first impression that visitors have of your business or building. Isnaad makes sure that this impression is an overwhelmingly positive one through our highly skilled and certified technicians who work in accordance with local safety regulations as well as with international standards, such as those of the Industrial Rope Access Trade Association (IRATA) and the International Powered Access Federation (IPAF).



MANPOWER SUPPLY

We sponsor and supply staff to clients who either need them on a temporary basis or who wish to focus on their core business. This allows them to avoid recruiting large numbers of their own staff and subsequently having to manage them from an HR perspective. We undertake extensive background checks and have updated records of all the staff we provide. We also train our employees and provide personal development and grooming courses to ensure that they are employment ready.

The Manpower Supply division within Isnaad typically provides the following types of staff:

Cleaners

Stewards

Waiters & Waitresses

Lifeguards

Room Attendants

Laundry Boys

Concierges

General Helpers

Receptionists

Rope Access technicians

High standards of commitment, pleasant behaviour, and a sustained high performance are the hallmarks of the workforce we supply.

Overall, the range of services offered by Isnaad provides clients with access to the key elements necessary to manage their facilities successfully, as an alternative to contracting Imdaad to undertake a complete facilities management service on their behalf.

Isnaad's highly trained teams ensure communities and public spaces are maintained in pristine condition.



CLIENTS HIGHLIGHTS

ATLANTIS
THE PALM, DUBAI



المجلس التنفيذي
THE EXECUTIVE COUNCIL



حكومة دبي
GOVERNMENT OF DUBAI



مساندة
Musanada
شركة أبوظبي للخدمات العامة
Abu Dhabi General Services Company



Imdaad Launches Imtiaz Academy to Elevate Standards in Facilities Management Sector

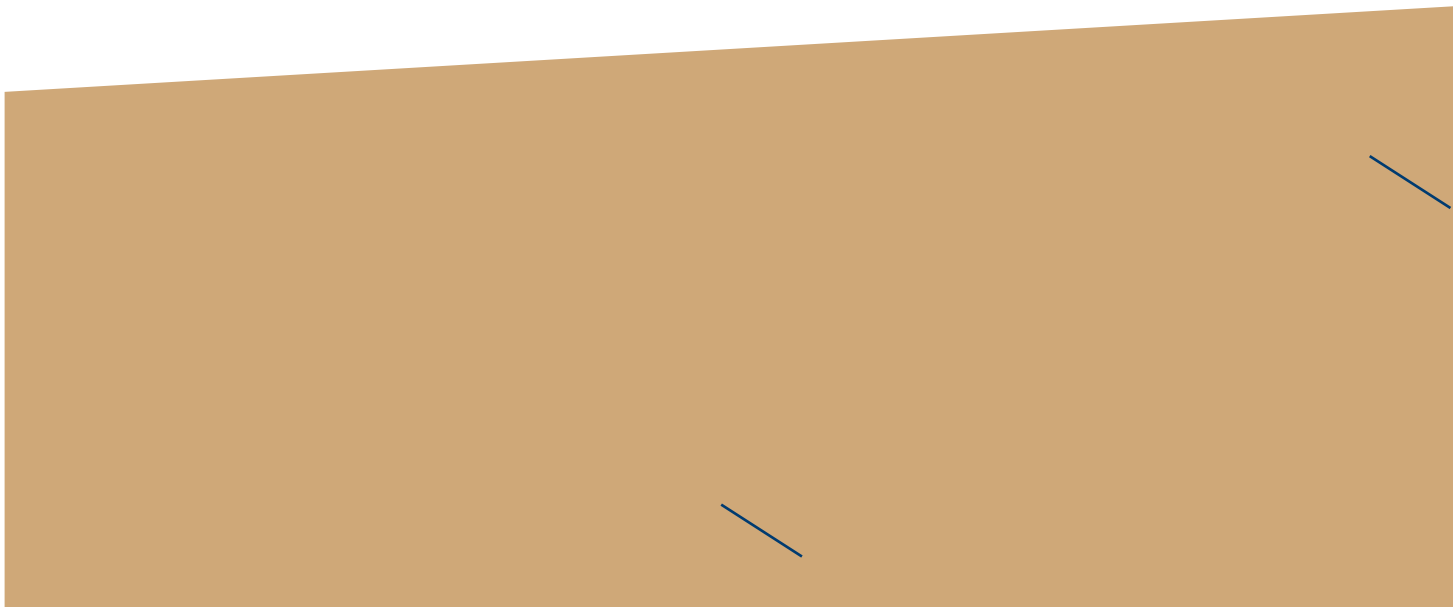
New training facility provides a high-quality environment for employee learning and development

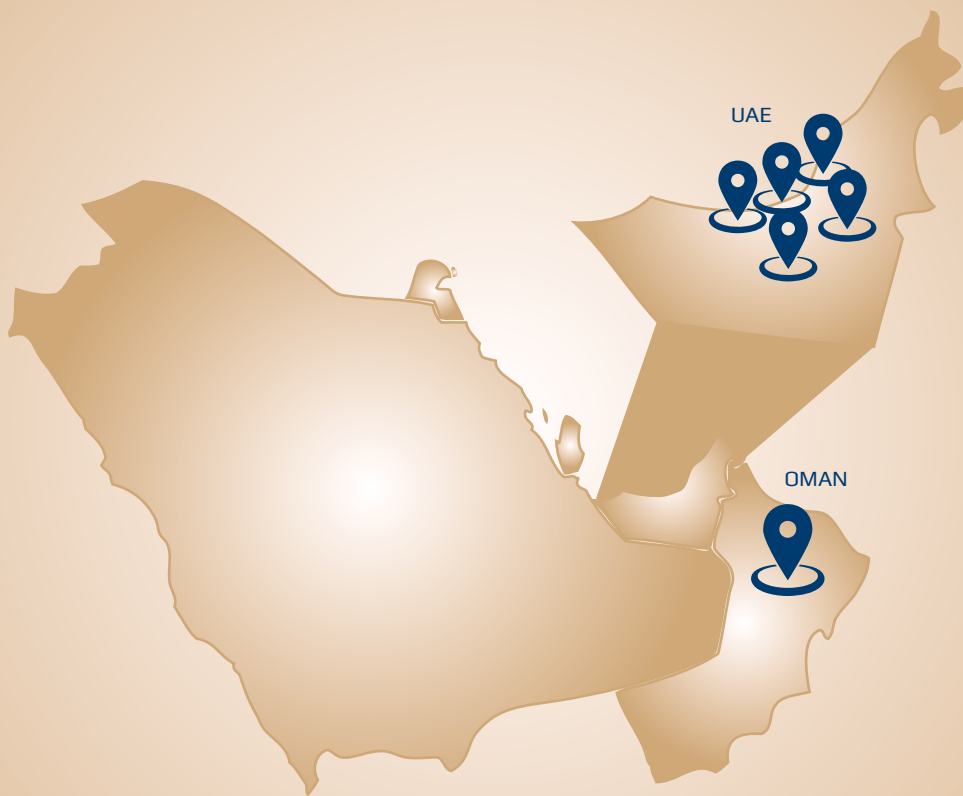
Imtiaz Academy provides integrated, sustainable facilities management services that enhance operational efficiencies of physical assets.

The facility will initially focus on delivering employee training for the group's Isnaad soft services division through a team of five British Institute of Cleaning Science (BICSc) certified assessors.

Recognized globally as the gold standard for training in the soft services sector, BICSc is the largest independent educational body within the cleaning industry. Imtiaz Academy aims to complete training for more than 500 employees on 10 BICSc skills every year, including housekeeping skills, safety in the workplace, using equipment, interacting with customers, and personal hygiene through a team of five British Institute of Cleaning Science (BICSc) certified assessors







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