



**IDAMA**  
FACILITIES MANAGEMENT SOLUTIONS

SETTING THE STANDARD IN FACILITIES MANAGEMENT



---

# Contents

## 01 YOUR PARTNER FOR SUCCESS

Maximizing Investment Potential	03
Expertise and Experience	04
Continuity of Operations	05

## 02 QUALITY DELIVERY

Total Solutions	07
Health and Safety	08
Our People	09

## 03 SERVICES AND COMMUNITIES

Services	11
Communities	12

---

1

# YOUR PARTNER FOR SUCCESS

## YOUR PARTNER FOR SUCCESS

Maximizing Investment Potential  
Expertise and Experience  
Continuity of Operations

## QUALITY DELIVERY

Total Solutions  
Health and Safety  
Our People

## SERVICES AND COMMUNITIES

Services  
Communities

3



## Maximizing business potential and return on investment by preserving assets throughout their lifecycle

In Arabic, Idama means 'perpetual or everlasting'. Idama's facilities management services focuses on maintaining the property's integrity and ensuring its sustainability and longevity. Through an integrated specialist services delivery model, our clients attain the full financial rewards of their investment.

We add value to any development with highly-qualified staff, advanced equipment and only the best materials at hand from the design phase to post-handover and operations.



Maximizing Investment Potential  
Expertise and Experience  
Continuity of Operations

Total Solutions  
Health and Safety  
Our People

Services  
Communities

## Leading the way in facilities and infrastructure management with unrivalled and in-depth industry experience

Idama's knowledge of the real estate industry spans across various sectors, including healthcare, finance, hospitality, residential and retail. Managing over 62 million square feet of the most iconic developments in the region, Idama has been at the forefront of providing high-quality facilities management services, from mixed-use communities and corporate headquarters, to educational and destination developments.



### We work with

- Master Developers
- Sub-Developers
- Government Institutions
- Commercial Corporations
- Retail Businesses
- Homeowners
- Property Managers
- Tenants
- Landlords

### We work in

- Business Communities
- Residential Communities
- Educational Communities
- Retail Communities
- Healthcare Facilities
- Mixed-use Developments

Maximizing Investment Potential  
Expertise and Experience  
Continuity of Operations

Total Solutions  
Health and Safety  
Our People

Services  
Communities



## Tailored maintenance schedules for all buildings under our care, ensuring homes and businesses are fully operational 24/7

Idama provides solutions for the complete lifecycle of a community, from consulting on design and system requirements during planning and construction stages to integrated facilities and infrastructure management services during handover and post-handover operations, delivering efficiency as well as continuity in operations.

Our solutions range from master community maintenance through preventive and proactive engineering services, energy management and soft services such as community cleaning, landscaping, waste management and pest management. With dedicated teams for each community, Idama plays an active role in developing methodologies to optimize facilities management operational costs.

# 2

## QUALITY DELIVERY

### YOUR PARTNER FOR SUCCESS

Maximizing Investment Potential  
Expertise and Experience  
Continuity of Operations

### QUALITY DELIVERY

Total Solutions  
Health and Safety  
Our People

### SERVICES AND COMMUNITIES

Services  
Communities

## A full range of services for all community types

Our complete facilities and infrastructure management solutions are broadly divided into advisory, engineering and soft services.

From core engineering services such as complex maintenance of heating, ventilation and air conditioning systems, to a range of soft services, we make life much easier for clients and provide them peace of mind regarding their properties.

Our Motto for all our maintenance services is 'Prevention is better than cure'. Combined with our 24/7 rapid response on site teams, Idama-managed communities are hassle-free.

Further, our soft services solutions add value to the core functions of a development, improving lives of all stakeholders developers/owners and their tenants.



Maximizing Investment Potential  
Expertise and Experience  
Continuity of Operations

Total Solutions  
Health and Safety  
Our People

Services  
Communities

## Effective systems and processes that deliver total solutions for management and maintenance of the built environment

Idama takes the sustainability of the environment and health and safety of the community very seriously, constantly keeping up to date with legislation that ensures the well-being of clients, their tenants and the facilities they operate in.

Quality and excellence is embedded in all Idama operations as well as the technology it uses, providing tailor-made solutions set to international standards, enhancing customer satisfaction and sustaining the quality of our clients' assets.

### Accreditations

- ISO (9001:2008) in Quality Management
- ISO (18000:2007) in Health and Safety Management
- ISO (140001:2004) in Environmental System Management Excellence Awards
- Dubai Holding Excellence Award 2006
- Dubai Quality Appreciation Award 2009



Maximizing Investment Potential  
Expertise and Experience  
Continuity of Operations

Total Solutions  
Health and Safety  
Our People

Services  
Communities

## From AC technicians, receptionists and cleaners to our customer service executive, your needs are always met with a smile

Facilities management is an ongoing process and for that, Idama's workforce is highly qualified and well suited to the task. All specialized team members hold premier qualifications and go through rigorous and continuous training programmes, guaranteeing reliable services, value for money, and optimal maintenance costs for clients.

From engineers and technicians to community managers and key area directors, Idama's staff are proactive and resourceful, friendly and solutions-driven, providing services that suit specific requirements while building relationships with clients. Idama's partners are the most dependable service providers and suppliers in the market, helping to achieve its business objective of adding to the success of clients by delivering effective solutions.



# 3

## SERVICES AND COMMUNITIES

### YOUR PARTNER FOR SUCCESS

Maximizing Investment Potential  
Expertise and Experience  
Continuity of Operations

### QUALITY DELIVERY

Total Solutions  
Health and Safety  
Our People

### SERVICES AND COMMUNITIES

Services  
Communities

#### Advisory Services

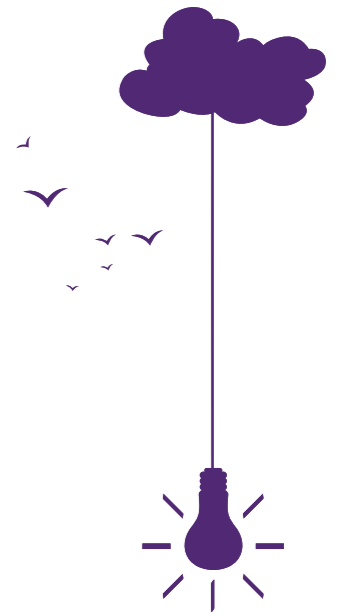
- Asset Lifecycle Management
- Procurement Strategy
- Logistics and Account Transition Management
- Technical Systems and Procedures
- Total Quality Management

#### Community Maintenance

- Infrastructure Maintenance, Road Sweeping and Common Area Cleaning
- Water-feature Maintenance, Water Treatment, Hygiene and Quality Testing
- Swimming Pools
- Landscaping
- Pest Control
- Waste Management

#### Building Management

- Heat, Ventilation and Air-Condition Maintenance
- Engineering Maintenance Services
- Specialized System Maintenance
- Health, Safety and Emergency Systems
- Lifts and Lifting Equipment
- Standby Power Generators & Uninterrupted Power Suppliers (UPS)
- Water Treatment, Water Hygiene and Water Quality Testing
- Building Facade/Window Cleaning
- Building Fabric Maintenance
- Waste Management
- Space Management and Fit-out Services



YOUR PARTNER FOR SUCCESS

Maximizing Investment Potential  
Expertise and Experience  
Continuity of Operations

QUALITY DELIVERY

Total Solutions  
Health and Safety  
Our People

SERVICES AND COMMUNITIES

Services  
Communities



Residential Communities

- Jumeirah Beach Residence
- The Executive Towers
- The Villa
- Al Waha
- Shorooq
- Ghorroob
- Al Khail Gate
- Layan
- Nuzul
- Tiara Residence

Business Communities

- Dubai Internet City
- Dubai Media City
- Dubai International Financial Centre
- IMPZ
- Office Park at TECOM
- Dubai Outsource Zone

Key / Sub Developers

- Dubai Properties Group
- TECOM
- DIFC

Educational Communities

- Dubai Knowledge Village
- Dubai International Academic City

Government Entities

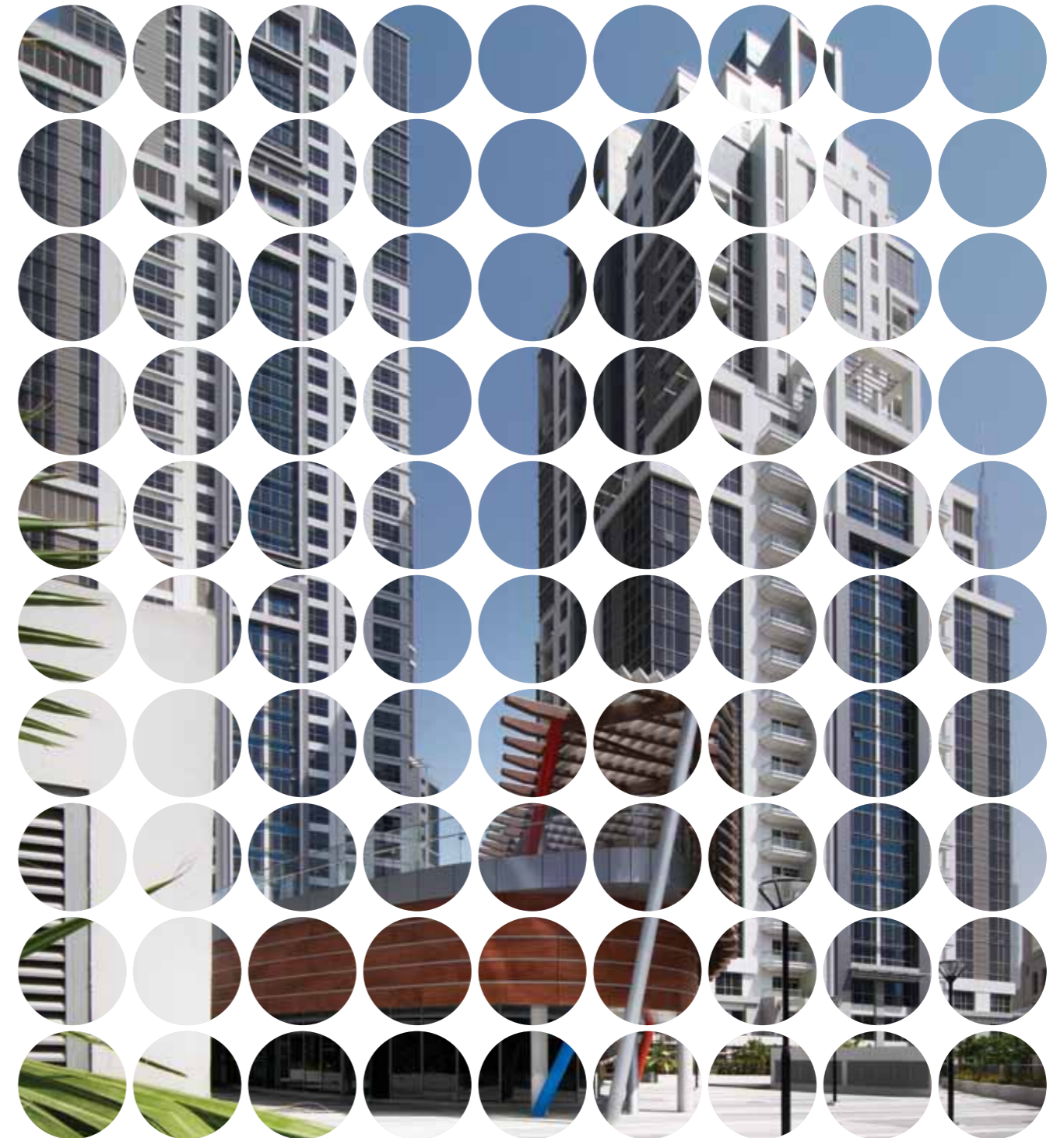
- Al Wasl
- Meraas

Commercial Corporations

- Goldman Sachs
- MBC
- Bloomberg
- Microsoft
- Nokia Siemens

Retail Businesses

- The Walk at JBR
- Bay Avenue at Business Bay
- Retail area at DIFC





800 LINK / 5465  
Idama.ae