

Certificate AE25/00000051

The management system of

IMDAAD LLC

SGS

Al Bayan Business Center, 3rd Floor, Imdaad LLC Office, Dubai Investment Park 1, P.O Box:
18220, Dubai, United Arab Emirates.

has been assessed and certified as meeting the requirements of
ISO 18295-1:2017

For the following activities

Customer experience Center operations for managing customer transactions related to the integrated
Facility Management Services, Environment Services and subsidiaries activities.

This certificate is valid from 28 May 2025 until 28 May 2028 and remains valid subject to satisfactory surveillance audits.
Issue 2. Organization certified since 29 May 2022 and first certified by SGS on 13 March 2025.



Authorised by

P. Thalai Malai Rajan
Certification Manager

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