REDEFINING YOUR PLACES

EMRILL

EMRILL IS AN
AWARD-WINNING INTEGRATED FACILITIES MANAGEMENT
PROVIDER IN THE
UNITED ARAB EMIRATES (UAE)

ABOUT US

Emrill Services LLC, established in 2002, holds an exceptionally high level of client retention and continual growth since its formation. The company offers the full range of integrated hard and soft facilities management and manned security services providing innovative solutions carefully tailored to support the region's signature developments and communities.

Emrill adheres to worldwide standards and is an ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and ISO 41001:2018 certified company.

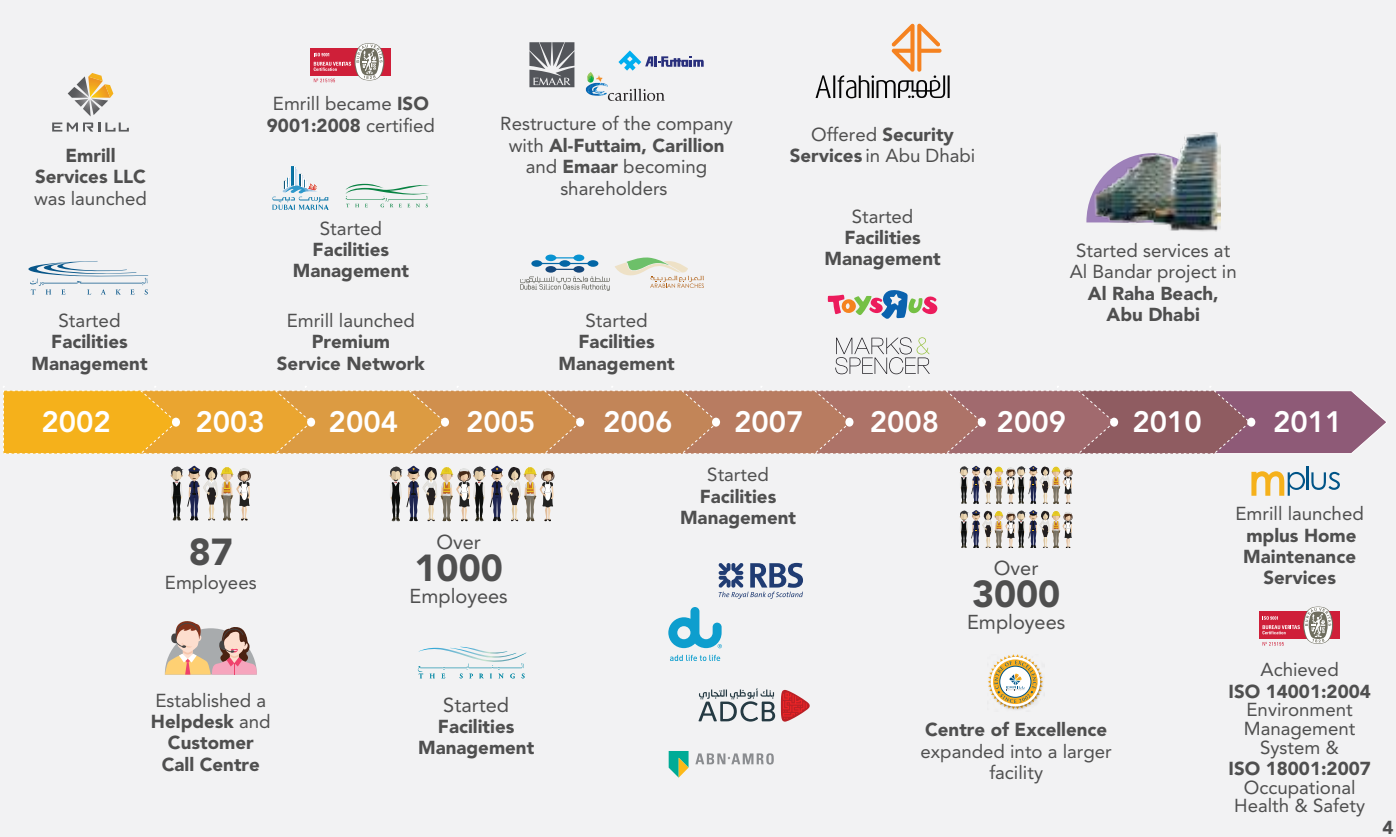
Emrill operates throughout the UAE with offices in Dubai, Abu Dhabi, Sharjah and Ras Al Khaimah. Emrill is owned by shareholding partners Emaar and Al-Futtaim.

VISION

Shaping environments to make great places to live, work and visit.

MISSION

To be the region's preferred facilities management partner, providing quality services, ensuring safety and building trusted relationships based on mutual values. We will achieve excellence by embracing innovation and empowering our people to be the best.



13 mil+
Safe Manhours

+54
Net Promoter Score

+60
Industry Awards

25+
Years of Management Experience & Expertise

89%
Level of Employee Engagement

2012

Emrill Energy services was launched

Won the FM contract for **Princess Tower,** the tallest residential tower in the world

Achieved **CSR Label** from **Dubai Chamber**

2013

Emrill now serviced **4 tallest residential towers** in the world

Over **6000** Employees

2014

Started services in **Wasl Oasis II**

Won **Jumeirah Golf Estate,** world's leading golf development

2015

Emaar & Al-Futtaim increased shareholding

Won **NSHAMA** FM contract

2016

In-house **Façade Cleaning** was launched

Won **Aramex** FM contract

2017

Won **Etihad Airways** contract

Over **5800** Employees

2018

Won **Dubai Airport** contract

Started **Integrated FM** with **Mediclinic** - our first in Healthcare sector

2019

Over **7000** Employees

Won **Meraas La Mer** contract

2020

Opened offices in **Sharjah** and **Ras Al Khaimah**

Launched **Efficiency Enhancing App** for Housekeeping Services

Won **Dubai Creek Harbour**

OUR VALUES

As a service business, one of our core strengths is our people. We look to our team to live the values and ensure staff are trained to the highest standards thereby sharing the commitment and excellent results with each and every client.

CARING

CREATIVITY

OPENNESS

EMRILL

EXCELLING

DIVERSITY

EMPOWERING

COLLABORATING

INTEGRATED APPROACH

Emrill redefines places to enhance customer experiences through world-class service delivery. We move beyond the traditional boundaries of facilities management and engage all our clients to solve emerging challenges in an ever-changing world.

INTEGRATED FACILITIES MANAGEMENT

Integrated Management System
Energy Management System
Quality Management System

HARD FM SERVICES

Electrical & Plumbing Systems
Civil Works
Infrastructure & Utilities Management
Total Energy Management/Solutions
Fixed & Mobile Solutions
Specialised Services

SOFT FM SERVICES

High-level Façade Cleaning
Concierge & Reception
Lifeguards
Housekeeping & Cleaning
Waste Management
Hygiene Services

SECURITY

Controlled Gate/Entry Access
Community Patrol
Security Systems
(CCTV & Access Control)
24/7 Operational Support

LIFEGUARD

TENNANT

EMRILL SOLUTIONS

At Emrill, we believe that the right combination of people, technology and quality processes is the way in which we can challenge and drive innovation as well as creativity to deliver value and outstanding service. Our projects and collaborations exhibit complexity and high levels of performance ownership which make us comfortable with managing critical, high-profile projects to achieve customer satisfaction.

FM EXCELLENCE FRAMEWORK

CONTINUOUS IMPROVEMENT

OUR STRATEGIC PRINCIPLES

KEEPING PEOPLE SAFE

VALUE PARTNERSHIPS

A true partnership to be built on trust and driven by mutual value

QUALITY SERVICE

Deliver services to our clients which continue to lead the market in quality and excellence

INNOVATION

Use creativity and initiative to be flexible, dynamic and pioneering

EXCELLENT PEOPLE

Embrace diversity and invest in developing talented and empowered colleagues

BUILDING A SUCCESSFUL BUSINESS

INDUSTRY SECTORS

Emrill provides a diverse range of integrated facilities management services to various industry sectors across the UAE.

AVIATION

PROJECT
Dubai International Airport (DXB)

Client: Dubai Airports
Location: Dubai

Delivery:
- Soft Services

MIXED USE

PROJECT
AW Rostamani

Client: AW Rostamani
Location: Dubai

Delivery:
- IFM Services
- Hard Services
- Soft Services
- Specialist Services
- Subcontractor Management

INDUSTRY SECTORS

COMMERCIAL

PROJECT
IPIC Headquarters

Client: International Petroleum Investment Co
Location: Abu Dhabi

Delivery:
- Technical Services
- Concierge Services
- Specialist Services

LEISURE & ENTERTAINMENT

PROJECT
Dubai Opera

Client: Emaar Properties PJSC
Location: Dubai

Delivery:
- Soft Services
- Technical Services
- Specialist Services

INDUSTRY SECTORS

LOGISTICS

PROJECT
Aramex

Client: Aramex Emirates LLC
Location: Dubai & Abu Dhabi

Delivery:
- Technical Services - Cleaning Services
- Specialist Services

RESIDENTIAL

PROJECT
Princess Tower

Client: Kingfield Owners Association
Location: Dubai Marina

Delivery:
- Technical Services - Soft Services
- Security
- Facilities Management

INDUSTRY SECTORS

RESIDENTIAL

PROJECT
The Wave

Client: Aabar Properties
Location: Abu Dhabi

Delivery:
- Soft Services
- Security
- Hard Services
- Specialist Services

RESIDENTIAL

PROJECT
Dubai Creek Residences

Client: Emaar Community Management
Location: Dubai Creek Harbour

Delivery:
- Hard FM Services
- Soft FM Services

INDUSTRY SECTORS

HOSPITALITY

PROJECT
Anantara Hotel – Resort and Spa

Client: Seven Tides
Location: Dubai

Delivery:
- Security Services
- Lifeguard Services

RETAIL & SHOPPING

PROJECT
Dubai Festival City

Client: Al-Futtaim Group Real Estate LLC
Location: Dubai

Delivery:
- Management Services
- Housekeeping Services
- Specialist Services

INDUSTRY SECTORS

MASTER COMMUNITIES

PROJECT
Jumeirah Golf Estates

Client: Jumeirah Golf Estates LLC
Location: Dubai

Delivery:
- Soft Services
- Hard FM Services
- Specialist Services
- Utilities & Infrastructure

MASTER COMMUNITIES

PROJECT
Emirates Living

Client: Emaar Community Management
Location: Dubai

Delivery:
- Technical Services
- Soft Services
- Security
- Facilities & Amenities

INDUSTRY SECTORS

HEALTHCARE

PROJECT
Dubai Healthcare City

Client: Dubai Healthcare City Authority
Location: Dubai

Delivery:
- Soft Services
- Technical Services
- Specialist Services

EDUCATION

PROJECT
Deira International School

Location: Dubai

Delivery:
- Soft Services
- Integrated FM Services

MRILL

EMRILL'S CENTRE OF EXCELLENCE

Emrill's training facility continuously drives innovation through web-based knowledge sharing, extensive training, standard operating procedures and development programmes. Clients benefit from industry-leading practice, new trends in facilities management and advanced ways of cultivating an environment for strong and efficient performance.

SOFT SERVICES TRAINING

Emrill trains all soft services staff to the highest global standards and upholds international best practices.

- BICSc standards (Housekeeping)
- Dubai Lifeguard Committee standards (Lifeguards)
- SIRA and DP Standards (Security Guards)

TECHNICAL TRAINING

Emrill provides both technical knowledge and practical hands-on approach to achieve operational excellence in engineering.

- NICEIC accredited (Engineers)

LEARNING & DEVELOPMENT

Emrill empowers employees by providing the right tools to enhance professional development, setting the foundation of leadership and opportunity to contribute to the business in a wider scale.

- Emrill Graduate Development Programme
- LEAD (Leadership in Emrill Accelerated Development)
- Mentor Programme

CENTRE OF
EXCELLENCE

mplus PROPERTY MAINTENANCE

mplus is the property services division of Emrill Services LLC, providing maintenance services to residential, commercial and retail properties across the UAE, in some of the most prestigious developments including Dubai Marina, Arabian Ranches, Downtown Dubai, Jumeirah Park, Palm Jumeirah, Khalifa City and Al Bandar.

> “UAE’S LEADING PROPERTY MAINTENANCE PROVIDER DELIVERING RELIABLE AND RESPONSIVE SERVICE WITH PRIDE TO MAKE YOUR HOME SAFE AND COMFORTABLE”

With years of experience delivering maintenance solutions to residential communities, commercial and retail units, the mplus experience is unparalleled. mplus gives customers the confidence in knowing that the service provided is of the highest quality.

600,000
Jobs Completed

180,000
Calls Attended Per Year

mplus
maintenance plus more

mplus BRAND PROMISE

mplus Brand Promise provides customers and clients with confidence in its delivery and quality of service. mplus values customers greatly and introduces improvements on a daily basis to enhance their experience.

Quality Service
We will provide you with the highest standards of customer service.

Customer Support
We will call you when we say we will.

Regular Updates
We will keep you informed at all times.

Service Delivery
We will turn up on time.

Trusted Experts
We will provide you with professional service from our experienced staff.

Matched to Your Needs
We will listen and provide valuable solutions.

30-day Warranty

Response time of less than 4 hours

24-hour Customer Service Centre

Manage order online anywhere, anytime

mplus
maintenance plus more

WHY US

Established and Secure Provider

Guaranteed Performance

Technical Expertise

Continuous Improvement

Integrated Service Delivery

Dedicated On-site Leadership

Innovation

Workforce Talent

Quality Assurance

ACCREDITATIONS

Emrill's management system combines certified health and safety, environmental and quality management systems into one integrated management system that hosts the company's policies, processes and procedures by which we run our business. It is a modern, dynamic and robust system which helps to ensure we deliver everything we do in a consistent manner and to a high standard without adversely affecting the environment or causing harm to people.

HELPDESK 24/7
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