

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 a 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.

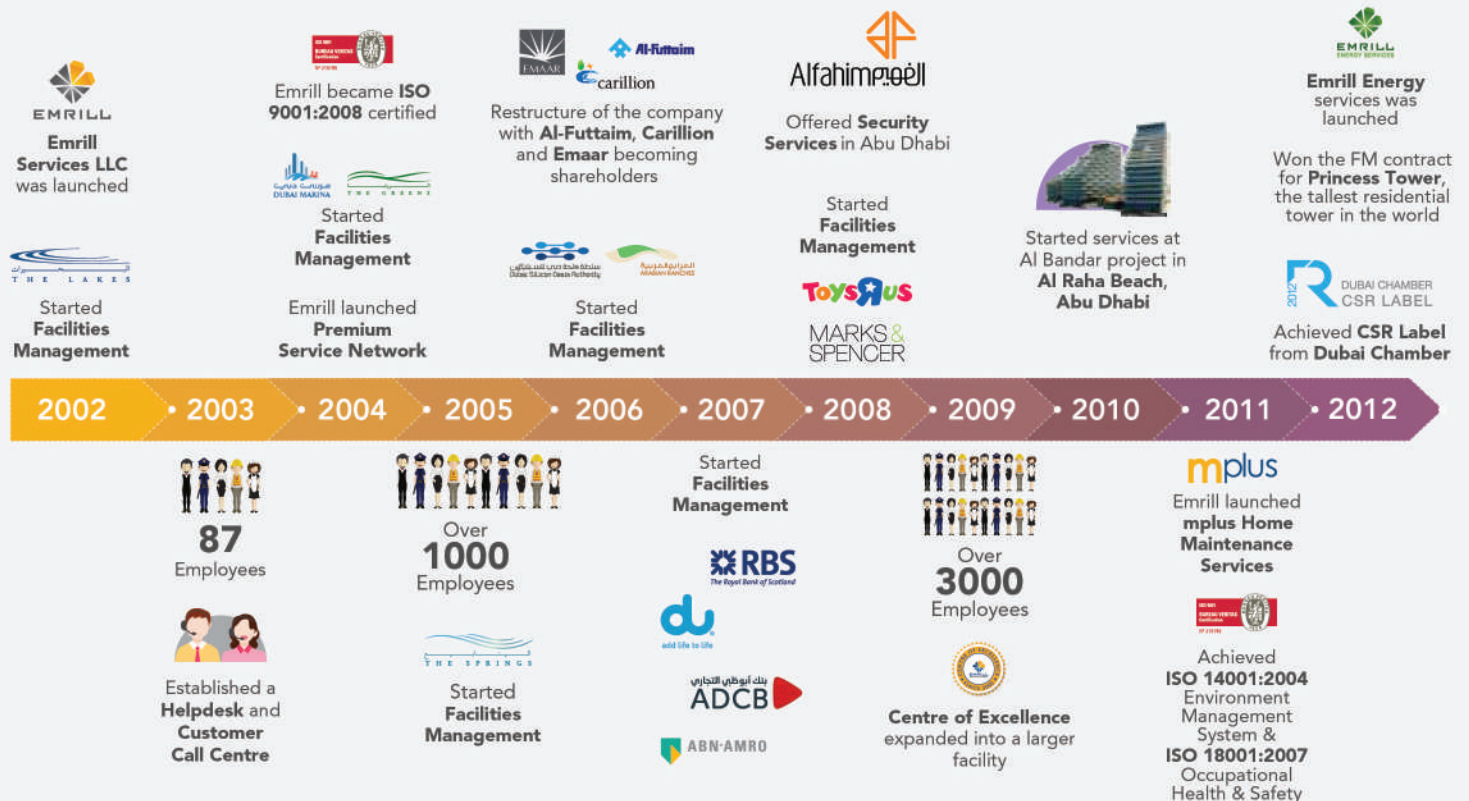
Emrill operates throughout the UAE with offices in Dubai, Abu Dhabi, Sharjah and Ras Al Khaimah. Emrill's ultimate shareholding partners are Emaar and Al-Futtaim.

VISION

Transforming built environments to enrich the places we live, work and visit.

MISSION

Empowering excellence, pioneering sustainability, and innovating facilities and environments for a better tomorrow.





42 mil+

Safe Manhours



+48

Net Promoter Score



+80

Industry Awards



25+

Years of Management Experience & Expertise



89%

Level of Employee Engagement

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



Over **6000** Employees



Started services in **Wasl Oasis II**



Al-futtaim
Emaar & Al-Futtaim increased shareholding



In-house **Façade Cleaning** was launched



Launched **Rope Access Cleaning**



Emrill Tech Companion App launched



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



Won **NSHAMA** FM contract



Won **Aramex** FM contract

Launched its **first sustainable cleaning robot**



2013

2014

2015

2016

2017

2018

2019

2020

2021

2022



Won **Etihad Airways** contract



Won **Dubai Airport** contract



Over **7000** Employees

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

Emrill FM Consultancy launched



Over **5800** Employees



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



Won **Meraas La Mer** contract

Launched **Efficiency Enhancing App** for Housekeeping Services

Emrill Interiors launched



Won **Dubai Creek Harbour**



Won **Arada** FM contract. First contract in Sharjah



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 client.



EMPOWERING



OPENNESS



CARING



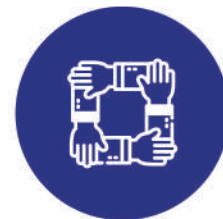
DIVERSITY



CREATIVITY



EXCELLING



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 with 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
Cleaning Services
Waste Management
Hygiene Services



SECURITY

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





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



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 FM Services



MIXED USE

PROJECT

AW Rostamani

Client: AW Rostamani

Location: Dubai

Delivery:

- IFM Services
- Hard FM Services
- Soft FM Services
- Specialist Services
- Subcontractor Management





COMMERCIAL

PROJECT

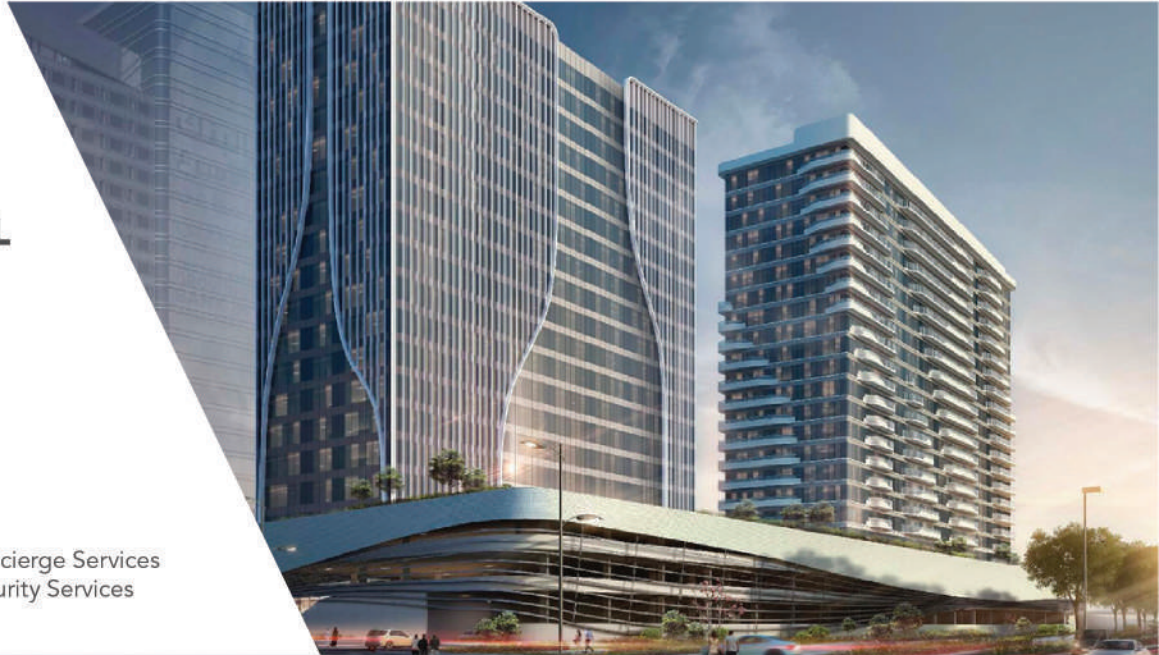
Capital Views

Client: Velocity Properties
Development LLC

Location: Abu Dhabi

Delivery:

- Soft FM Services
- Hard FM Services
- Lifeguard Services
- Concierge Services
- Security Services



LEISURE & ENTERTAINMENT

PROJECT

Dubai Opera

Client: Emaar Properties PJSC

Location: Dubai

Delivery:

- Soft FM Services
- Hard FM Services
- Specialist Services



INDUSTRY SECTORS



LEISURE & ENTERTAINMENT

PROJECT
Deep Dive Dubai

Client: Deep Dive Dubai LLC
Location: Dubai

Delivery:
- IFM Services



LOGISTICS

PROJECT
Aramex

Client: Aramex Emirates LLC
Location: Dubai & Abu Dhabi

Delivery:
- Soft FM Services
- Hard FM Services
- Specialist Services

INDUSTRY SECTORS



RESIDENTIAL

PROJECT

Princess Tower

Client: Kingfield Owners Association

Location: Dubai Marina

Delivery:

- Hard FM Services
- Soft FM Services
- Security Services
- Facilities Management



RESIDENTIAL

PROJECT

Dubai Creek Residences

Client: Emaar Community Management

Location: Dubai Creek Harbour

Delivery:

- Hard FM Services
- Soft FM Services

INDUSTRY SECTORS



RESIDENTIAL

PROJECT

Aljada Block L Buildings
and Block E Sales Center

Client: Arada Developments LLC

Location: Dubai

Delivery:

- Hard FM Services
- Soft FM Services
- Facilities Management
- Lifeguard Services
- Specialist Services



RESIDENTIAL

PROJECT

One at Palm Jumeirah,
The Dorchester Collection

Client: Clarity Owners Association

Location: Palm Jumeirah, Dubai

Delivery:

- Hard FM Services
- Soft FM Services
- Lifeguard Services



INDUSTRY SECTORS



RETAIL & SHOPPING

PROJECT

Dubai Festival City

Client: Al-Futtaim Group Real Estate LLC

Location: Dubai

Delivery:

- Soft FM Services
- Management Services
- Specialist Services



MASTER COMMUNITIES

PROJECT

Downtown - Master Community

Client: Emaar Community Management LLC

Location: Dubai

Delivery:

- IFM Services

INDUSTRY SECTORS



MASTER COMMUNITIES

PROJECT

Jumeirah Golf Estates LLC

Client: Jumeirah Golf Estates LLC

Location: Dubai

Delivery:

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



MASTER COMMUNITIES

PROJECT

Emirates Living

Client: Emaar Communities Management

Location: Dubai

Delivery:

- Soft FM Services
- Security Services
- Hard FM Services
- Facilities & Amenities

INDUSTRY SECTORS



HEALTHCARE

PROJECT

Dubai Healthcare City

Client: Dubai Healthcare City Authority

Location: Dubai

Delivery:

- Soft FM Services
- Hard FM Services
- Specialist Services



EDUCATION

PROJECT

Heriot-Watt University

Location: Dubai

Delivery:

- Hard FM Services
- Soft FM Services





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 a practical, hands-on approach to achieve operational excellence in engineering.

- NICEIC Accredited (Engineers)

LEARNING & DEVELOPMENT

Emrill empowers employees by providing them with the right tools to enhance their professional development. This sets the foundation for leadership and offers opportunities to contribute to the business on a wider scale.

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





 heights

**ELEVATING YOUR PROJECTS
SAFELY AND EFFICIENTLY**

HEIGHTS - POWERED BY EMRILL

Heights offers a comprehensive range of practical solutions and mitigation measures for cleaning, maintenance and inspection services for all working at height needs. Our team of highly trained professionals and experts with diverse backgrounds in specialist high access, rope access, BMU and Mechanised Platform Utilisation (MEWP), is dedicated to delivering unparalleled excellence, ensuring a compliant and sustainable service delivery that meets the highest industry standards.

We execute rigorous safety protocols, meticulous planning and best practices to mitigate risks and provide a secure working environment for client and employees. We have collaborated with leading organisations in the Middle East across commercial, residential, industrial and entertainment sectors. Our experience and expertise enable us to tackle challenging projects and deliver exceptional results.



High-level Cleaning & Painting



High-rise Window & Façade Cleaning



Fire & Environmental Damage Repair & Cleaning



Lift Shaft, Air Vent, Duct Cleaning & Maintenance



Post Construction & Building Handover Cleaning



Aircraft Warning Light Installation & Maintenance



Building Maintenance Unit Safety Line Installation



Fibre Optic, Cold Cathode & LED Installation



Lightning Conductor Installation & Removal



High-rise Gas, Drainage, Ducting Pipe Installation



Glazing, ACP, GRC & Curtain Wall Installation



High-rise Structural & Façade Inspection



Hydrophobic Coating Application

ISO 9001
ISO 14001
ISO 45001
BUREAU VERITAS
Certification



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 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



Emergency response time of less than 4 hours



24-hour Customer Service Centre



Manage order online anywhere, anytime



EMRILL
interiors

CREATING REMARKABLE SPACES

Experts in interior fit-out, design and
refurbishment works

EMRILL INTERIORS

As part of Emrill Services LLC, Emrill Interiors provides exemplary fit-out services to clients throughout the United Arab Emirates (UAE). We are continuously seeking ways to improve and expand our capabilities within the various sectors of the fit-out market, and we see this as a leading-edge strategy for our division to grow and be known as one of the best fit-out contractors in the UAE.

We believe in solid relationships to be of paramount importance which is applied not only with our clients but throughout our company and our supply chain. This lets us deliver on quality, time and within budget.

QUALITY WORKMANSHIP AND BESPOKE FIT-OUT SERVICES



Marble & Tiling Works



Glazing



Flooring



Carpentry & Joinery



Gypsum Works



Metal Works



Painting



Mechanical, Electrical & Plumbing



Waterproofing



Pre-lease Conditional Survey



Design Services



EMRILL
interiors



**POWERING A
SUSTAINABLE
FUTURE**



EMRILL
ENERGY SERVICES

EMRILL ENERGY

Emrill Energy offers total energy management and energy efficiency solutions, utilising the latest technological advances. We provide our clients with customised energy efficiency solution encompassing comprehensive energy audit, solution proposal, execution of retrofit solution, and continuous commissioning through remote monitoring.

Emrill Energy's unique service provides customised solutions to ensure the best fit and combination for each client's specific requirements and objectives to maximise energy efficiency without sacrificing comfort. Emrill Energy provides energy solutions to commercial and residential developments as well as industrial complexes.

Emrill Energy brings on-board the facility management experience through Emrill's integrated facilities management services and HVAC energy efficiency expertise of Green Leaf Airconditioning Services to provide a unique retrofit solution which is best suited for the UAE. This is backed by more than 13 years of experience within the industry and an unparalleled track record with some of the most prestigious companies and organisations in UAE.

THE VISION

To lead the sustainability revolution by providing innovative energy solutions to enhance asset efficiencies.

SECTORS



Residential



Commercial
Offices



Hospitality



Industrial &
Manufacturing



Retail



EMCO

POWERED BY EMRILL

**Comprehensive and bespoke
FM Solutions carefully
tailored to your property
requirements**

EMCO - POWERED BY EMRILL

From the initial design phase to the day-to-day operations of your real estate development or property, EMCO provides extensive FM consultancy services guaranteed to optimise efficiency and deliver quality results. Our consultancy experience, knowledge and capabilities are strengthened by our practical self-delivery of operational FM services.

Our pre-contract, post-contract, strategic planning, and operational FM consultancy service offering include:



Facilities Management Strategy



Project Design Review and Compliance



Asset Life Cycle Assessment and Property Condition Surveys



KPI, SLA Development and Performance Reviews



Energy Efficiency and Value Engineering



CAFM (Computer Aided FM) Guidance and Implementation



Budget Planning, including Life Cycle Costing



FM Process, Tendering and Procurement



Policies and Procedures



FM Operational Plan Development and Management



Project Transition and Handover Support



Workplace and Operational Efficiencies



FM and Business Process Improvements





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
800-EMRILL (367455)

EMRILL SERVICES LLC



Dubai

Emrill Headquarters

Corner of Festival Blvd & Al Badia Blvd, Dubai Festival City
PO Box 38083,
Dubai, United Arab Emirates



Abu Dhabi & Al Ain

Office no. 315, Abdullah Bin Darwish
Building, Salaam Street,
PO Box 108388,
Abu Dhabi, United Arab Emirates



Sharjah

Office 4066, Megamall Tower,
Bu Daniq, Al Qassimia,
PO Box 73500,
Sharjah, United Arab Emirates



Ras Al Khaimah

Office 20, 4th Floor, Rakez Tower 1,
Jazirat Al Hamra,
PO Box 31291,
Ras Al Khaimah, United Arab Emirates

✉ info@emrill.com

🌐 emrill.com

FOLLOW US | [f](#) [X](#) [@](#) [in](#) [▶](#) /emrillservices