



اتحاد العالمية للضيافة
ETIHAD INT'L HOSPITALITY



ETIHAD INT'L HOSPITALITY

Setting New Standards With Our Total Facility Services

etihadhospitality.ae



INTRODUCTION ABOUT EIH

Who We Are

Individual, Intimate, electric, and curated services. Established in 2015, Etihad International Hospitality emerged as the brand name in the world of the hospitality sector by following a simple philosophy - outstanding service with equally exemplary values.

Etihad Hospitality is all about creating a unique and memorable experience. We have learned that customer satisfaction can be summed up in one word, integrity. At EIH, integrity underscores our commitment to customer satisfaction, reflected in our meticulous attention to every detail.

Our core values make us who we are. We believe in putting people first, pursuing excellence, and acting with integrity. The backbone of our successes is the long-term relationships we hold with our partners aligned with our team of motivated and experienced professionals willing to challenge the norm in the hospitality industry. We operate with utmost honesty, transparency, and ethical standards in all our endeavors.

EIH offers exceptional Facilities Management services spanning a wide spectrum of sectors, including Hospitality, Retail, Residential, Commercial, Infrastructure, Government, Education, Leisure, and Entertainment. Our specialized catering division is the perfect solution for occasional contracting and entertainment parties, ensuring delightful culinary experiences. Moreover, our International Fresh Harvest division excels in sourcing high-quality, affordable organic produce. Our commitment lies in creating experiences that foster and inspire brand loyalty with long-lasting connections.



WHY EIH?

What Makes Us Different

At EIH, Our goal always aligns with your goals. Our people go the extra mile and genuinely care about the people they support. EIH facility management services are designed to streamline operations, boost productivity, and create a flawless experience for your employees, clients, and stakeholders alike. We embrace technology and leverage data-driven insights to enhance efficiency, maximize cost savings, and improve overall performance.

We stand out by blending precision and creativity in catering. Our devoted team ensures innovative cuisine, and top-notch presentation, prioritizing your event's success. Our unique quality lies in sourcing fresh, organic produce from top UAE suppliers through our International Fresh Harvest Division.

We take pride in doing things differently. Combining innovative technology and data intelligence with our expertise, we're able to unveil untapped opportunities for success.



Our Vision

We pride ourselves on our ability to consistently derive success from our global network of highly professional employees with whom we insist on winning through teamwork, sharing success and simply being the best!



Our Mission

We pride ourselves on our ability to consistently derive success from our global network of highly professional employees with whom we insist on winning through teamwork, sharing success and simply being the best!

Core Values

At the core of our facility management ethos is a relentless pursuit of customer-centric excellence. Our commitment to responsive service and value reflects our dedication to shaping exceptional customer experiences.



Integrity



Customer
Centricity



Teamwork



Innovation



Stewardship



What Do We Do



SOFT SERVICES

An extensive array of non-technical tasks that focus on enhancing the environment and comfort within space. We excel in delivering customized solutions including cleaning, landscaping, catering, administrative support, and other tasks that contribute to the overall ambiance, cleanliness, safety, and well-being of a facility.



HARD SERVICES

We provide comprehensive hard services for facilities management that focus on the improvement of the overall infrastructure. From MEP solutions to HVAC maintenance and structural repairs, our expert team prioritizes safety, efficiency, and quality, offering reliable solutions to meet your facility's needs



CATERING

We're dedicated to catering for special occasions and corporate gatherings, providing customized services. Our expertise includes catering for Entertainment Parties, and occasional contracts ensuring top-notch food and service.



LE NOIR CAFE & RESTAURANT

Designed in an authentic French style, Le Noir, our inevitable part, remains the favorite cafe in Abu Dhabi. With an inviting ambiance and a long list of exquisite delicacies, each visit to Le Noir promises a sensory journey and unforgettable moments of satisfaction.



INTERNATIONAL FRESH HARVEST

Get fresh, organic produce from UAE's best suppliers at International Fresh Harvest. With IFH, quality is guaranteed even during transit. Enjoy high-quality products at affordable prices, supporting our sustainability mission.

Why Outsource Your FM Service

When you partner with EIH you partner with people who have been recruited and trained to offer services that are top of the notch in the industry.

Cost-Savings



- Expense streamlining
- Budget Optimization
- Avoidance of Capital Expenditure

Resource Optimization



- Efficient Resource Allocation
- Access to Advanced Technology and Tools
- Maximizing output

Enhanced Agility



- 24/7 Customer Service
- Quick Adaptation
- Prompt and Effective Service Delivery.

BENEFITS OF OUTSOURCING YOUR FM

Efficiency



- Optimized workflows and processes
- Enhanced quality and timeliness of FM services

Risk Mitigation



- Ensuring adherence to industry regulations and standards
- Risk identification and mitigation for facilities

Social Responsibility



- Eco-friendly initiatives and sustainable practices
- Supporting local communities

Cost-Savings



- Expense streamlining
- Budget Optimization
- Minimize Capital Expenditure

We're Experts In

At Etihad, we excel as facility management experts, offering comprehensive maintenance, sustainability, and customer-centric service solutions.



01

GOVERNMENT

Efficient FM services to address challenges in the public sector, delivering improved solutions. Our expertise aids government entities in managing facilities effectively, ensuring optimal functionality and service excellence.



02

HOSPITALITY

We redefine guest experiences, excelling in meticulous maintenance and creating an inviting atmosphere. Our expertise enhances establishments, ensuring flawless operations and delivering superior hospitality services.



03

COMMERCIAL

Providing efficient commercial FM services to streamline your business operations. Our expertise ensures smooth maintenance and customer-focused solutions, optimizing your commercial space for success and sustainability.



04

EDUCATION

We offer efficient FM services for educational institutions like schools and kindergartens. Our solutions include providing caretakers, nannies, and other tailored services ensuring a conducive learning environment.



HEALTHCARE

We specialize in delivering top-tier FM services tailored for healthcare. Our comprehensive solutions ensure hospitals and medical facilities operate seamlessly, prioritizing exceptional care and efficiency.



RETAIL

Our dedicated, committed, and skilled team collaborates closely with retail clients and management companies to ensure they create the best user experience available to customers, exceeding their expectations every time.

Company Overview

We began our journey with a soft service division, which quickly gained prominence, allowing us to broaden our service spectrum across various sectors. In May 2020, we added a hard FM division for complete facility management solutions.

Our main goal at EIH is to become the UAE's premier Total Facility Management service provider, focusing on technology and sustainability. Knowing the tough competition and industry challenges, our immediate strategy is to significantly grow our business in the next three years.

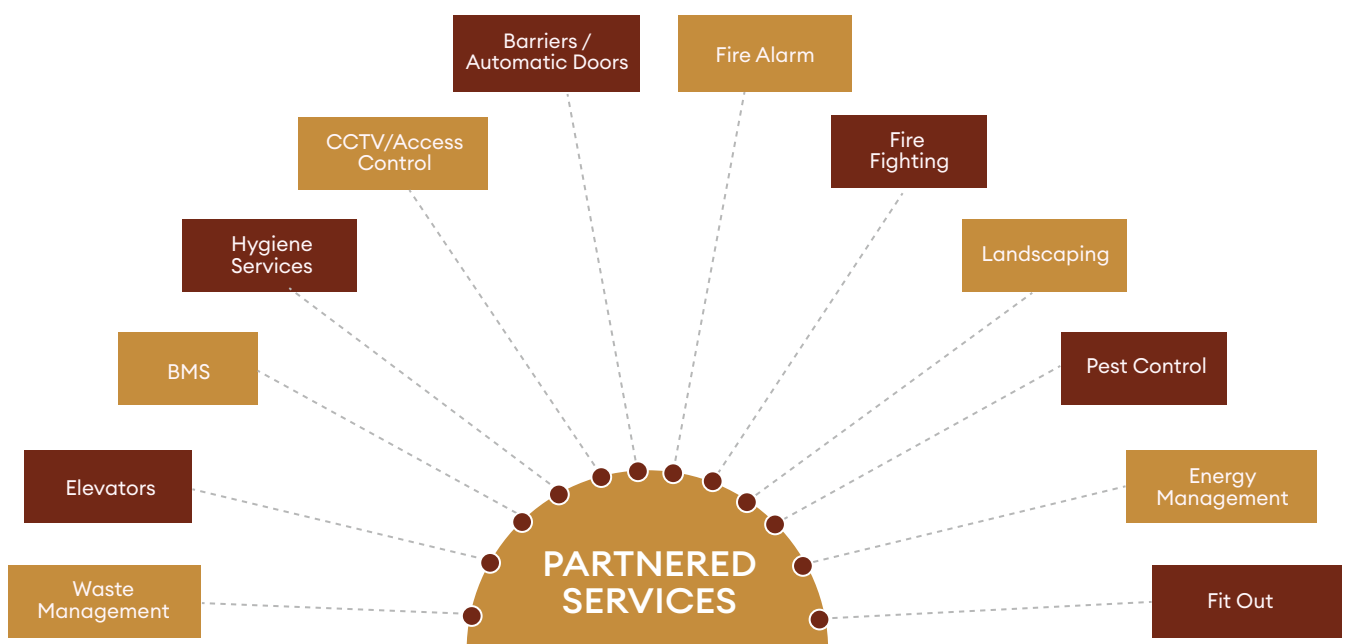
EIH is proud to be a 100% subsidiary of ADH Hospitality RSC LTD, under the ultimate ownership of Alpha Dhabi Holdings, a publicly traded entity on the Abu Dhabi stock exchange.

Business Approach

SOFT SERVICES

Our hardworking, dedicated, and skilled soft facilities management team offers a comprehensive range of cleaning services including janitorial services, housekeeping, waste management and recycling, pest control, mail services, and more. Our soft service delivery model ensures strict adherence to health and safety standards. We consult, guide, and implement the best services to create a comfortable, clean, safe, and appealing working environment.

EIH-SOFT SERVICES



HARD SERVICES

EIH's integrated facilities management services portfolio encompasses hard services such as MEP (mechanical, electrical, and plumbing) maintenance, civil maintenance, and specialized services – including water tank cleaning and treatment, swimming pool maintenance, etc. With precision and reliability, our dedicated team ensures minimal downtime, reducing disruptions to guest experiences. Our proven track record in delivering top-notch hard services ensures uninterrupted operations and enhances infrastructure functionality.

Our complete Hard FM solutions keep your residential and commercial premises running efficiently

— EIH-FACILITY MANAGEMENT SOLUTIONS —

HVAC Systems	Electrical Systems	Mechanical Systems	Plumbing & Drainage Systems	Civil Works & Fit-out	Kitchen & Laundry Equipment
Duct Cleaning	BMS Monitoring	ELV Systems (Life Safety Systems)	Generator	Elevators & Escalators	Swimming Pool Maintenance
Water Tank Cleaning	Waster & Recycling Strategy	CAFM / Helpdesk	Mail Room Service	Air Quality	Alarm Monitoring & Call Centre

PARTNERED SERVICES

- Elevators
- BMS
- Hygiene Services
- CCTV/ Access Control/Barriers/Automatic Doors
- Fire Alarm
- Fire Fighting
- Landscaping
- Waste Management
- Fit Out
- Energy Management
- Pest Control



INT'L FRESH HARVEST

High-quality products at an affordable price. International Fresh Harvest offers the best, organic produce sourced from the top suppliers in UAE. At IFH, we're changing the fresh produce game with affordable and cost-effective solutions. Our diverse purchasing options and widespread market presence, including an intuitive e-commerce platform and physical retail stores, ensure accessibility for everyone. By prioritizing sustainability without compromising quality, we're reshaping the fresh produce landscape for the better.

We curate a diverse selection of organic produce, sourced from top suppliers in the UAE and supported by select imports from Asia, Australia, Europe, and beyond.

- Fresh & Organic Produce Supply
- Reliable & Efficient Delivery
- Competitive Prices on Bulk orders

OPEN TO

- Supermarkets
- Hotels
- Restaurants
- Palaces
- Catering Companies



CATERING SERVICES

We undertake catering with precision, passion, and perfection. Our culinary excellence and dedication to the best meal experience for our guests is what sets EIH apart. We strive to constantly reimagine and revolutionize culinary experiences, introducing new trends, flavors, and concepts.

EIH Specializes in catering services for special occasions and corporate events. Our major catering services include:

- Entertainment Parties
- Occasion Contracting

As we strive to elevate our practices constantly, we strictly follow international standards in the procurement, storage, preparation, and serving of food.





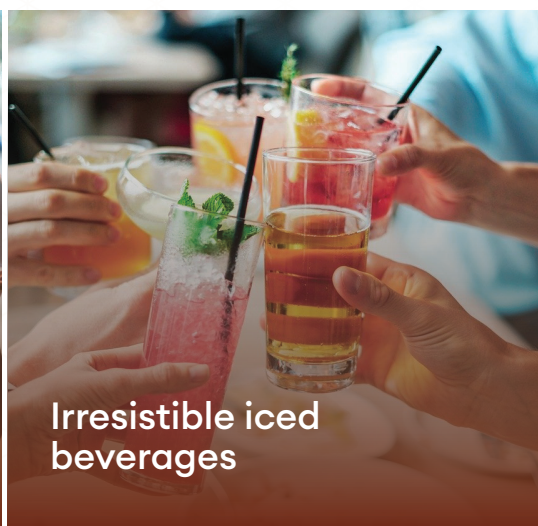
Taste the Extraordinary & Feel the Exceptional

Le Noir, a premium cafe in Abu Dhabi has caught eyes of the food lovers in and around with its unique inviting ambiance and delicious array of cuisines. Being a powerful part of Etihad, Le Noir's contribution is beyond the culinary expeditions of the city.

We Offer



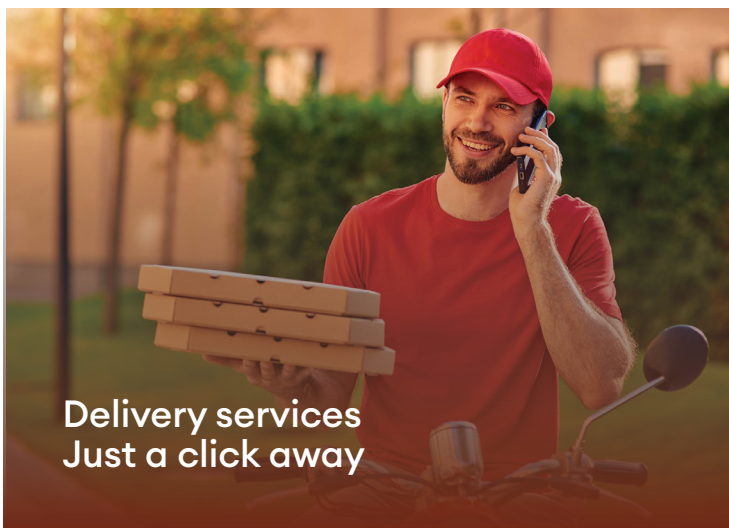
Delightful dining
experience



Irresistible iced
beverages



Perfectly brewed
lattes and coffees



Delivery services
Just a click away



Reliable
Catering team



Ideal space for
gatherings



Farm-to-Table
Freshness



Seamless
Reservation

Our Services

IN HOUSE SERVICES

Our In-house experts at Etihad Facility Management Division comprise an experienced and enthusiastic team. Our professional and customer-focused team uses the right materials and equipment to preserve assets and provide a better environment for all guests.

We are proud to have set a new standard for top-notch hospitality through our carefully curated range of in-house services as shown below:

- Trolley Management
- Grease Trap Cleaning
- Life Guards
- Mail Room Service
- BMS Monitoring
- Garbage Chute Cleaning
- Water Tank Cleaning
- HVAC
- Kitchen Exhaust Cleaning
- Swimming Pool Maintenance
- Cleaning
- Facade Cleaning
- MEP/Civil
- Hospitality
- Waster & Recycling Strategy
- Rope Access
- CAFM/Helpdesk

PARTNERED SERVICES

We provide a wide range of facility management services delivered by an experienced team of qualified professionals to elevate the hospitality experience. With 24/7 support robust security measures and infrastructure management with unparalleled expertise, our partnered facilities management services in hospitality are committed to optimizing operational workflows and service quality.

Behind the scenes, our partner services work tirelessly to ensure your space not only functions seamlessly but also reflects your unique lifestyle.



- Elevators
- BMS
- Hygiene Services
- CCTV/ Access Control/ Barriers/Automatic Doors
- Fire Alarm
- Fire Fighting
- Landscaping
- Waste Management
- Fit Out
- Energy Management
- Pest Control

INDUSTRY VERTICALS

We revolutionize different industries with our facility expertise. From healthcare to hospitality, we cater to diverse sectors, providing top-notch solutions for each industry's unique needs. Because your industry deserves solutions as unique as your fingerprint.

Our specialized services range across industry lines, delivering personalized excellence to diverse verticals.



SERVICES

- Healthcare
- Hospitality
- Education
- Government
- Residential
- Leisure, and Entertainment
- Commercial (Shopping Mall, Retail)

Company Values & Culture

At Etihad International Hospitality, our core values center around dedication to our guests' satisfaction, teamwork, and respect for diversity. We build an environment of continuous improvement, where our passionate team thrives on innovation and excellence. Our diverse team works collaboratively to create unforgettable experiences for our guests. We cherish the cultural diversity of the Emirates, fostering an inclusive environment where integrity and teamwork drive us forward.

Testimonials

Authenticity takes center stage as we showcase the unfiltered voices of those who have chosen and loved our services.



The office girls and boys assigned by Etihad International Hospitality to our company are true assets. They are proactive, detail-oriented, and always take initiative. They are able to handle multiple tasks simultaneously and always maintain a professional demeanor. They quickly adapted to our office environment and became an integral part of our company. We highly recommend their services

Office boys/Girls
Judicial Department

We have been extremely impressed with the housekeeping services provided by Etihad International Hospitality at our hospital. The team is professional, and efficient, and always goes above and beyond to ensure that our facility is clean and sanitized. They pay great attention to detail and consistently exceed our expectations. The housekeeping staff is friendly, and reliable, and works diligently to maintain a safe and hygienic environment for our patients, staff, and visitors. We highly recommend Simplified for their exceptional housekeeping services

Nanny & Housekeeping Services
Emirates National School

We have been using the nanny and housekeeping services provided by Etihad for the past year, and we couldn't be happier. The nannies are professional, and caring, and have formed a strong bond with our children. The housekeepers are thorough and efficient, and keep our school environment clean and organized. We highly recommend Etihad International Hospitality for its exceptional services.

Housekeeping Services
Sheikh Khalifa Hospital

The housekeeping services provided by Etihad have been a blessing for our mosque. The team is always friendly, respectful, and diligent in their work. They take care of every aspect of cleaning, from the prayer halls to the ablution areas, ensuring that everything is in order. We are grateful for their professionalism and dedication.

Office boys/Girls
Judicial Department

Clients

Meet the driving force behind us - our clients. They're the inspiration behind our commitment to excellence.



Our Operating Model Technology

Our dynamic approach, infused with cutting-edge solutions, promises a responsive and effective mode of operation.

CURRENT STATE

Hard Services & Soft Services

- Customer | Majorly related entities (80-90%)
- Operations & Technology | Limited facilities

ONGOING IMPLEMENTATION

Integrated FM

We're constantly bringing in new technologies like the Internet of Things (IoT) Artificial Intelligence (AI), and mobile robots to improve facility management. With IoT, our connected devices signal when they need maintenance, allowing us to plan and budget accurately. AI algorithms provide us with precise timelines for maintenance, renovations, and projects. Mobile robots play a crucial role in efficient operations, assisting with tasks like logistics and routine checks and cleaning. This proactive approach means fewer unexpected issues and better-planned schedules for smoother facility management.



Awards & Achievements

The Milestones of Excellence. Each recognition is a nod to the exceptional efforts done by our team.



Bureau Veritas Certification

**ETIHAD INTERNATIONAL HOSPITALITY (EIH) L L C -
SOLE PROPRIETORSHIP L.L.C.**

OFFICE NO1301. AL JAZIRA CLUB AL NAHYAN E22-2, P.O. BOX 42013,
ABU DHABI, UNITED ARAB EMIRATES

Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of
the above organisation has been audited and found to be in accordance with the requirements of
the management system standards detailed below

ISO 9001:2015
Scope of certification

**PROVISION OF FACILITIES MANAGEMENT SERVICES FOR SOFT SERVICES, HARD
SERVICES AND INTEGRATED FACILITIES MANAGEMENT SERVICES.**

Original cycle start date: 19 June 2019
Expiry date of previous cycle: 18 June 2025
Certification / Recertification Audit date: 22 July 2025
Certification / Recertification cycle start date: 08 August 2025
Subject to the continued satisfactory operation of the organisation's
Management System, this certificate expires on: 18 June 2028

Certificate No.: AB005029 Version: 1 Issue date: 08 August 2025


0008


Krupa Rahul - Certification Manager

Certification Body Address: 5th Floor, 100 Lower Thames Street, London, EC3R 6DL, United Kingdom
Local office: BUREAU VERITAS CERTIFICATION HOLDING - DUBAI BRANCH, Al Hudayba Awards Building, Block C,
2nd Floor, Jumeirah Road, 2nd December Interchange, P.O.Box. 9110, Dubai, United Arab Emirates.

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system
requirements, please call: +971 2 644 4920

CER CERTIF ALL TPL 001 Rev 4.3 1/1 4 Nov 2024



Bureau Veritas Certification

**ETIHAD INTERNATIONAL HOSPITALITY (EIH) L L C -
SOLE PROPRIETORSHIP L.L.C.**

OFFICE NO1301. AL JAZIRA CLUB AL NAHYAN E22-2, P.O. BOX 42013,
ABU DHABI, UNITED ARAB EMIRATES

Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of
the above organisation has been audited and found to be in accordance with the requirements of
the management system standards detailed below

ISO 45001:2018
Scope of certification

**PROVISION OF FACILITIES MANAGEMENT SERVICES FOR SOFT SERVICES, HARD
SERVICES AND INTEGRATED FACILITIES MANAGEMENT SERVICES.**

Original cycle start date: 19 June 2019
Expiry date of previous cycle: 18 June 2025
Certification / Recertification Audit date: 22 July 2025
Certification / Recertification cycle start date: 08 August 2025
Subject to the continued satisfactory operation of the organisation's
Management System, this certificate expires on: 18 June 2028

Certificate No.: AB005028 Version: 1 Issue date: 08 August 2025


0008


Krupa Rahul - Certification Manager

Certification Body Address: 5th Floor, 100 Lower Thames Street, London, EC3R 6DL, United Kingdom
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CER CERTIF ALL TPL 001 Rev 4.3 1/1 4 Nov 2024

UNITED ARAB EMIRATES
PRESIDENTIAL COURT

الإمارات العربية المتحدة
ديوان الرئاسة

شهادة شكر وتقدير

يتقدّم ديوان الرئاسة بجزيل الشكر والتقدير إلى:

السادة/ شركة اتحاد العالمية للضيافة

لمساهمتهم المتميزة في تقديم خدمات النظافة الداخلية والخارجية لمبنى الديوان
متمثلين لكم مريداً من التميز والعطاء


حسن إبراهيم الحمادي
وكيل ديوان الرئاسة المساعد
لقطاع الخدمات المساندة

2024 FEB 06
لوطي


3978



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THE BRITISH INSTITUTE OF CLEANING SCIENCE
**ACCREDITED
TRAINING
MEMBER**

Awards & Achievements



Acting with integrity and the quality it yields has become our hallmark, defining our commitment in every facet of hospitality and integrated facility management services. With a focus on upholding the highest standards, we deliver exceptional experiences and efficient solutions that set us apart in the industry.

Corporate Social Responsibility

At EIH, we are highly committed to social responsibility and sustainability as well. With eco-friendly practices, we aim to minimize our environmental footprint and contribute to a greener, more sustainable future for all. We actively engage in community initiatives, supporting local causes and promoting social welfare. Our mission is to provide exceptional hospitality while fostering a sustainable and socially responsible environment.

Economic
responsibility



Workplace
responsibility



Natural
environment
responsibility



Social
responsibility



CSR



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