

Press Release

*During the International Real Estate Community Management Summit (IRECMS) Dubai Awards*

**Provis Wins Two Gold Awards for Sustainability and Customer Experience**

**Abu Dhabi, 20 December 2022** – Leading real estate services company Provis has won two Gold Awards during the International Real Estate Community Management Summit (IRECMS) Dubai Awards for the ‘Best Sustainability Initiative of the Year’ and the ‘Best Customer Experience Initiative of the Year’. The accolades were presented to Provis in recognition of its ability to display how customer experience is ingrained in the company's culture and how its corporate sustainability strategy has been successfully cascaded and implemented throughout the organisation, its managed communities, assets, and overall portfolio.

HP Aengaar, CEO at Provis, said, “Exceptional Customer Experience and taking effective sustainability actions are part of our DNA. In 2022, we were able to continue enhancing the Provis experience, creating memorable journeys for our customers across all physical and digital touchpoints while also effectively increasing the positive impact of our operations and the communities that we manage.”

He added, “We are delighted to be recognised for these efforts during the prestigious IRECMS Dubai Awards and end the year in celebratory style.”

The ‘Sustainability Initiative of the Year’ category acknowledges a sustainability programme that deploys the use of green material or implementation of processes and solutions in energy efficiency resulting in reducing the carbon footprint. In the first six months of the year, Provis was able to save AED 2.4 million in energy and utility costs, avoided over 5,000 tons of CO<sub>2</sub>, and conserved over 4 million kWh total energy across its portfolio.

The 'Best Customer Experience Initiative of the Year' category celebrates an initiative that has enhanced customer experience across all touchpoints and positively impacted customer satisfaction. Provis was able to significantly increase its customer satisfaction metrics and is now already above local industry standards with even more ambitious targets set for next year.

The IRECMS Dubai Awards are an initiative to recognise UAE-based real estate related organisations who are generating exceptional outcomes in the fields of Community Management, Facilities Management, Property Management, and Real Estate in general. In 2022, the IRECMS Dubai Awards submission were reviewed by a 26-member jury from across the USA, Australia, South Africa, Spain, Panama, and the UAE, who assessed 90+ finalists in 20+ categories.

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### **About Provis**

Provis is a full-service real estate company that provides Property Management & Consultancy services, Owners' Association Consultancy & Management, Retail Management, Clubhouse & Lifestyle Management.

Provis currently manages about 30,000 units under property management and nearly 47,000 units under owners association management and 650,000 sqm of commercial assets across 23 reputable properties. Provis also manages over 600,000 sqm Gross Leasable Area (GLA) of retail assets in four shopping malls and 26 retail communities and is also home to over 1,400 retail brands. The company also procures, supervises and manages Facilities Management contracts of over 3,000 assets totaling more than 1 billion dirhams across the UAE under its Integrated Facilities Management division.

Provis is run by more than 1,000 professional staff located in its head office in Yas Mall, and in other locations throughout the UAE.

#### **For more information, please contact:**

Oualid El Meriague

Senior Public Relations and Communications Specialist

Email: [o.elmeriague@provis.ae](mailto:o.elmeriague@provis.ae)

Tel: +971 55 600 9436