

United Arab Emirates Facility Management - Market Share Analysis, Industry Trends & Statistics, Growth Forecasts (2025 - 2030)

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Report description:

The United Arab Emirates Facility Management Market size is estimated at USD 8.13 billion in 2025, and is expected to reach USD 11.23 billion by 2030, at a CAGR of 6.68% during the forecast period (2025-2030).

Key Highlights

- The main factors driving the need for facility management in the United Arab Emirates are the growing number of tourist-oriented railways, airports, transit facilities, and hotels and the strict rules about safety, cleanliness, and hygiene in the country.
- Facility management services across Dubai, Abu Dhabi, Sharjah, Ras Al Khaimah, Umm al Quwain, and Ajman have matured, with infrastructure development projects rising across the United Arab Emirates for economic growth. The growing concentration of facility management service providers in these regions has further affected the companies' bottom lines. The surging emphasis on green building practices is increasing the demand for facility management in the United Arab Emirates. The country's government is also concentrating on smart cities, with plans to digitize up to 1,000 government services and establish 2,000 Wi-Fi hotspots.
- Green buildings require FMs to efficiently manage air quality, energy usage, water consumption, and waste. Low operating costs, low maintenance costs, low development costs, a healthier indoor environment, and enhanced durability are the characteristics of a green building. Owing to the increasing demand for sustainable facility management solutions, market players in the region are significantly improving their offerings and gaining opportunities to showcase them further.
- Dubai's strategic location between Europe and Asia serves the East and the West, offering optimum trading conditions for the Emirate. To facilitate trade and e-commerce operations, Dubai has executed various crucial initiatives to develop its technology and infrastructure to implement an excellent logistics infrastructure and a well-integrated transport system. Since e-commerce as a whole is growing quickly, and warehouses are being built rapidly in the country, the demand for facility management services is

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also rising.

- However, factors such as the increasing stringency of labor laws and immigrants compensating with the workforce are hampering market growth.
- The country's economy was positively impacted after the COVID-19 pandemic and recession. When the pandemic-related restrictions were lifted, the country saw improvements in the tourism industry, as well as the hospitality sector. The country also experienced a boom in the construction industry, as well as the real estate sector. In recent years, consumers in the country have shifted more toward luxury and high-end developments, leading to the growing demand for a luxurious lifestyle. This trend has also attracted individuals globally for real estate investments. In July 2023, 16 luxury projects were launched, including the futuristic 'Tree of Life,' island resorts, and the first 3D-printed villa in Dubai.

United Arab Emirates Facility Management Market Trends

The Commercial and Retail End User is Expected to Hold a Significant Market Share

- The commercial and retail segment is one of the prominent segments contributing a significant share to the country's facility management market, owing to the rapid infrastructural development and rising demand from hotels, retail outlets, malls, and office buildings.
- However, Dubai accounts for most of the development projects undertaken in the country's commercial industry. The Dubai Expo, which lasted until March 2022, recorded USD 7.0 billion in investments from the Dubai government across various infrastructure and related commercial projects. Dubai's market observed a massive investment contribution from Indian investors. According to Vestian, investment increased to USD 335 million in H1 2023 compared to USD 221 million in the same period in 2022.
- The commercial industry covers office buildings occupied by business services, such as corporate offices of manufacturers, IT and telecommunication, finance and insurance, property, and other service providers. As per the Dubai Centre Statistics, Dubai's real estate sector and construction industry recorded increases of 3.6% and 1.9% in H1 2023, respectively, collectively contributing 14.4% of the city's total GDP for the year. Sales transactions experienced a new record of AED 411.74 billion, a 56% increase from 2022.
- A survey conducted by JLL of commercial real estate customers of large companies globally, including the United Arab Emirates, has found that 67% of respondents were planning to invest in workplace mobility programs, where flexible office space supplies may have a significant role. As per the Statistics Centre (Abu Dhabi), real estate and construction in Abu Dhabi experienced an 11.3% increase in Q1 2023 compared to Q1 2022. Abu Dhabi also witnessed a growth in total sales transactions during Q2 2023, i.e., 2,635 transactions.
- Economic growth, ongoing diversification, and a growing population, especially among high-net-worth individuals (HNIs), have increased retail sales in the country. The country's retail has undergone a massive transformation in recent years due to the combined efforts of private and government institutions.

Dubai Accounts for Major Market Growth

- Dubai accounts for most of the development projects undertaken in the country's commercial industry. As per the Dubai Statistics Centre, the Emirate experienced significant growth in sales volume transactions in the real estate sector. The recorded sales reached 30,098 transactions in Q2 2023 compared to 22,322 transactions in Q2 2022. Despite the growth of hybrid and remote models adopted by offices, Dubai experienced a 44% growth in buyers who opted for office acquisitions. Strong growth in the commercial real estate sector is likely to have a positive effect on the demand for facility management services.

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- Hosting "Dubai Expo 2020," which was concluded in 2022, required substantial investments from the Dubai government across a range of infrastructure and related commercial projects, further increasing the demand for facility management services in the commercial industry. The rise of e-commerce has also led to the construction of new warehouses and logistics centers, thus driving the demand for FM services.
- Dubai's growth is mainly due to increased government investments, which may positively influence the demand for facility management services. Improvement in tourism activities in this Emirate post-pandemic is also contributing to the growth of the hotel industry, thereby creating ample demand for facility management services. As per data from the Central Bank of the United Arab Emirates, Dubai observed a total of 4.7 million tourists in Q1 2023.
- The outsourcing trend is gaining traction in different industries across Dubai, thus offering growth prospects. In addition, the UAE government is encouraging green construction activity. For instance, Dubai has started implementing its Clean Energy Strategy to achieve 75% clean energy by 2050. Green targets include 50% clean energy by 2050 and the treatment of 75% of waste by 2021, as stated by the EcoMENA Organization. These initiatives are expected to increase the Emirate's demand for facility management services.
- During the COVID-19 pandemic, facility management firms were preparing to take on a more significant role by emerging as strategic partners in the safe reopening of offices. The resumption of activities and occupants' confidence to operate on secured premises are some of the drivers of booming FM services in Dubai. Hence, substantial growth is expected within the market over the forecast period with implementations such as connected building technologies.

United Arab Emirates Facility Management Industry Overview

The UAE facility management market is highly competitive, with several domestic and international players active in the region. International participants operate in the country through partnerships with local players. Key players include EFS Facilities Services Group, Imdaad LLC, and Enova Facilities Management Services LLC.

- November 2023: EPS Facilities Group, an FM firm, announced securing flagship projects worth over AED 1.5 billion. The company successfully achieved various marquee projects across the United Arab Emirates, India, Pakistan, and other geographies. These projects enabled the company to achieve financial growth, as it recorded an increase in the backlog to USD 2.5 billion.
- April 2023: Enova, an FM solution provider in the United Arab Emirates, signed an MoU with Dubai Airports. This collaboration supports the UAE government's NAFIS Programme and empowers Emiratis in the private sector. This proposed plan by Enova aims to enhance Emiratisation by 15% during the next three years (2023-2026).

Additional Benefits:

- The market estimate (ME) sheet in Excel format
- 3 months of analyst support

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