

Energy Management Services, International

Corporate Social Responsibility Report 2007

United Nations Global Compact
Global Reporting Initiative

# Corporate Social Responsibility Report Introduction

EMS is a member of the United Nations Global Compact, a UN-initiated network mobilizing business and organizations for a sustainable world. The aim of this report is to reflect how EMS has fulfilled its commitments in regard to its internal guidelines and Global Compact in 2007.

EMS employs the triple bottom line approach to, sustainability, balancing between economic, environmental and social considerations. The report aims to give an account of EMS's economic, social and environmental impact.

The report covers the 2007 calendar year and it is inspired by the global reporting standard Global Reporting Initiative (GRI). This is the first Sustainability Report written by EMS and therefore must create benchmarks as well as implement goals for future improvement. This report aims to be a tool for movement towards the ever evolving goal of achieving sustainability and will be submitted on an annual basis.

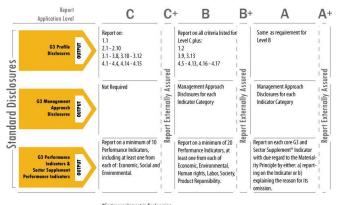
For further information about the United Nations Global Compact reporting standard, see http://www.unglobalcompact.org/

For further information about the GRI reporting standard, see http://www.globalreporting.org/



Report written and compiled by Samuel Keehn, Environmental and Sustainability Manager, EMS, Samuel@ems-int.com

EMS is using both the UN Global Compact and the Global Reporting Initiative as frameworks for this CSR report. As this is the first CSR report conducted by EMS, the report aims to meet the C level requirements, according to the GRI reporting structure.



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# **EMS Mission**

To plan, source and manage energy, water and environmental solutions; aspiring to realize measurable value to our clients through innovative and progressive expertise.

Energy Management Services, International, LLC (EMS) is an energy efficiency, green building and renewable energy consultancy firm based in Dubai, UAE and Amman, Jordan with operations throughout the Gulf region and Middle East and North Africa (MENA). Our core competencies include:

A full array of energy solutions

An insightful approach to clients' challenges and opportunities

An ability to convert insights into strategies

A team of experts

Certified Energy Managers and Certified Demand-Side Management Professionals by the Association of Energy Engineers. USA

A history of success

A culture that promotes innovation and progression

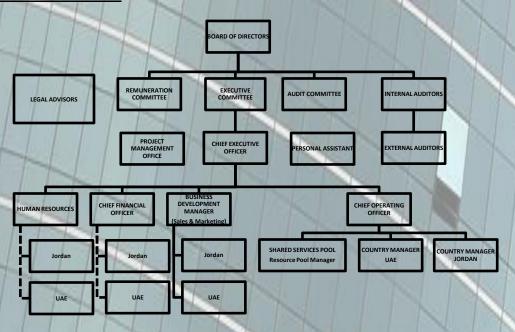
The company has a history of growth with 30 currently employed engineers, project managers, LEED<sup>TM</sup> Accredited Professionals and support staff. From the establishment in Jordan in 1991 to the creation of the Dubai office as well as regional offices throughout the Gulf and MENA, and a recent majority acquisition by Dubai Holding, EMS has continually expanded and led the region in defining, promoting and executing sustainability projects and solutions.



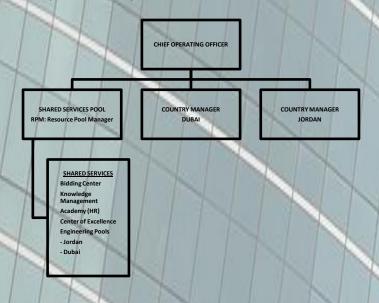
## <u>2007</u>

EMS completed 35 project in 2007 and the total net sales for the year amount to US \$ 4 million.

## **Governance Structure**



The Board of Directors is comprised of 7 Board members comprising of 6 independent members, including the Chairman, plus the Chief Executive Officer of the company, Mechanisms are employed for shareholders and employees to provide recommendations and directions to the Board of Directors by way of the Audit Committee, which reports directly to the Board.



#### **CEO Statement of Commitment**

Many companies, municipalities and individuals are now on the Sustainability bandwagon. As long as meaningful and extended commitments are made and kept, this is great news for our society and our planet. EMS has been committed to finding more environmentally friendly ways of constructing and operating buildings, using water and creating power for well over a decade and doing so in a region that is still very new to these concepts. As others catch up to where we have been, our challenge is to keep moving forward with more ambitious sustainability goals for ourselves as a company and in the solutions we provide for our clients. This is a goal we relish and which helps to define who EMS is and will continue to be.

EMS is in the business of finding more environmentally positive solutions to business and lifestyle activities. Combining this with our growth over the years demonstrates the success EMS has had in two of the three legs of the Triple Bottom Line approach to sustainability accounting. The recent Nobel Peace Prize being awarded to Al Gore and the Intergovernmental Panel on Climate Change (IPCC) for their work on publicizing and reaching scientific consensus on the largest of environmental issues facing us today, confirms the connection between saving the planet and helping people. But EMS is committed to the social aspects of sustainability in a more direct way as well. Much of our recent work on Green Buildings has focused on energy & water efficiencies as well as improvement of the indoor air quality that directly effects the health and well being of building occupants. EMS is also a registered service provider with several Jordanian and international donor organizations promoting enterprising solutions in emerging markets.

As consultants, we advise clients on approaches that will help them and their projects achieve higher levels of sustainability. At EMS, we believe in the famous quote by Gandhi, "You must be the change you want to see in the world" or the now more common, 'Be the change.' EMS is actively 'being the change' by remodeling our Dubai office to meet LEED Commercial Interiors standards for green tenant build-outs and making our offices and office related travel carbon neutral.

We hope that this report informs its readers on the philosophies, practices and talents of EMS and helps us to quantify and solidify our policies and actions to meet the highest levels of Corporate Social Responsibility. This is our first attempt at publically holding ourselves to this level of review, and while certain difficulties are inevitable, an honest and open approach will propel us farther along towards our goals.

Khaled Bushnaq
Chief Executive Officer
Energy Management Services, Int.

EMS provides a basket of environmental solutions to project owners, developers, facilities managers, design professionals, municipalities and others. The opportunities to implement solutions that are more environmentally friendly to our neighbors, cities, regions and planet are vast. Through its work with the built environment, EMS stakeholders are those that build and use buildings and their concerns are our concerns.

### Solutions

**Green solutions** consolidate the work of various design and engineering disciplines to produce buildings that cost less to build and operate; are environmentally sensitive; and are more marketable than buildings designed through the conventional approach. EMS Green Solutions and its team of experts enable clients to optimize the energy, water and material efficiency of their new or existing buildings through the use of LEED<sup>TM</sup> and other green building rating systems.

Renewable energy solutions enhance the capacity of public, residential, commercial, and industrial sectors by providing support to decision makers. EMS applies its extensive analysis, design and project management expertise to successfully bring a project to fruition. Services range from complete project development to consultancy support at any stage of a project. EMS experts provide independent advice to assess the feasibility of a potential renewable energy project and advise on the development and implementation of renewable energy solutions.

Water management solutions provide customized water management programs to help organizations achieve efficient water utilization, conservation and management. EMS expert engineers audit facilities to identify water use and needless waste. The comprehensive audit comprises qualitative and quantitative analyses of water consumption to uncover any costly inefficiency in the water.

Gas Solutions help organizations convert from electrical and fuel energy to the more efficient gas energy. EMS team of experts audits facilities' current and future requirements for natural gas, sets the design and specification of all required equipment, sets safety requirements, liaises with the natural gas distribution companies to ensure a winning contract, and manages gas conversion projects.

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**Power Solutions** provides a comprehensive assessment of organizations' power needs; analyzes the different power supply alternatives; and recommends the most cost effective provision.

EMS experts examine the entire power supply network – from the utility to in-house generation and distribution – and propose the power solutions that best match facility needs.

Clean Development Mechanism (CDM) solutions assists organization in the development of CDM projects. EMS contributes in the initial feasibility and credit total estimates, to securing capital funding, through to the completion of the project and the sale of the Certified Emissions Reductions (CERs).



## **Environmental Studies for Energy-related Projects**

Environmental impacts of energy-related projects need to be understood within global, national, and local contexts. EMS environmental studies for energy-related projects result in better decisions and optimized engineering designs as projects are planned and implemented.

## National Energy Management Programs

EMS assists governments and public organizations in designing and implementing energy management programs at a national level, including:

Energy awareness programs

Energy policies and regulations

Energy labeling

Energy master planning

Establishing Energy Saving Companies (ESCOs)

#### UNITED NATIONS GLOBAL COMPACT

#### **10 PRINCIPLES**

#### **Human Rights Principles**

**1:** Businesses should support and respect the protection of internationally proclaimed human rights.

EMS adheres to all internationally respected human rights laws and policies, as recognized by the United Nations. These policies are unquestionably applied to EMS internally and are incorporated into business practices in the, at times, loosely regulated real estate development and construction industry.

2: Businesses should make sure that they are not complicit in human rights abuses.

As consultants, EMS is involved with numerous projects and ensuring that all aspects of all projects meet international human rights requirements would be difficult. EMS will monitor human rights concerns of construction workers, the highest risk stakeholders within our scope of influence.

## **Labour Standard Principles**

**3**: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

In the market that EMS operates, collective bargaining and unions are illegal. Internally, EMS supports employees to discuss grievances with one another and within the hierarchical structure of the company. In addition to a structured mechanism for employees to air concerns to the Audit Committee, there is an open door policy, directly to the Country Manager and CEO if and when issues arise.

**4:** Businesses should support the elimination of all forms of forced and compulsory labor.

EMS supports the elimination of all forms of forced and compulsory labor. EMS will monitor local and internationally recognized governing bodies to determine if they find violations of site working conditions and construction materials factories that EMS is involved with. In the case violations are occurring, EMS will work with our Client to: stop the violations; eliminate the use of the violators; or EMS will end the relationship with the project.

**5**: Business should support the effective abolition of child labour.

EMS has never internally used child labour, nor will ever use, tolerate or be involved with projects or companies that use child labour. EMS will monitor local and internationally recognized governing bodies to determine if they find violations of site working conditions and construction materials factories that EMS is involved with. In the case violations are occurring, EMS will work with our Client to: stop the violations; eliminate the use of the violators; or EMS will end the relationship with the project.

**6**: Businesses should support the elimination of discrimination in respect of employment and occupation.

EMS is an equal opportunity employer and bases personnel decisions on professionalism, competency, and market demands.



### **Environment Principles**

7: Businesses should support a precautionary approach to environmental challenges.

The precautionary principle to environmental challenges is central to the core competencies of EMS. EMS was founded in 1991 as an energy efficiency company out of concern for the environment in addition to being a business opportunity. Global Climate Change was an issue, but was barely recognized as the potentially catastrophic phenomenon it has become. Energy efficiency is cited by many experts as the first way of combating Global Climate Change and EMS was an early adopter to the mandate. Renewable energy projects and Green Building are fast becoming central to the scope of work for EMS.

**8:** Businesses should undertake initiatives to promote greater environmental responsibility.

The scope of EMS's work promotes greater environmental sustainability. EMS works with developers, real estate professionals, and designers to incorporate and increase the sustainability of the projects we work on. An expansion of EMS's scope is good for EMS as well as being good for the sustainability of our industry, our region and our planet.

**9**: Businesses should encourage the development and diffusion of environmentally friendly technologies.

EMS promotes the use of highly efficient energy and water systems in buildings and industrial applications. EMS staff are always researching the most environmentally beneficial solutions that meet the needs of the clients. We have numerous examples of recommendations and implementations of environmentally friendly technologies and this practise will continue. EMS has registered with the US Green Building Council in pursuit of LEED for Commercial Interiors (CI) v. 2.0 for the upcoming remodelling of our Dubai Office.

## **Anti Corruption Principle**

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**10**: Businesses should work against all forms of corruption, including extortion and bribery.

EMS opposes any form of corruption and has never, nor will ever participate in or be associated with projects that are corrupt. EMS will monitor itself and work to ensure its partners are good corporate citizens.

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