



Date: 12th April 2017

Communication On Progress (COP) for MENA Properties Services LLC, Dubai, UAE

Period covered by our Communication on Progress (COP)

From: 21 April 2016

To: 20 April 2017

To our stakeholders,

I am pleased to confirm that MENA Properties Services LLC reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti -Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations.

We also commit to share this information with our stakeholders using our primary channels of communication.

Sincerely yours,
Rasha Osman Nashaat
Partner
MENA Properties Services LLC



PARTICIPATION:

In April 2016 MENA Properties Services LLC joined the United Nations Global Compact (UNGC) – We Support UAE Network. At the onset of the membership MENA Properties aimed to focus on the *SDG#5 “Gender Equality”* supporting the *Principle#6 on the ‘elimination of discrimination in respect of employment and occupation.’*

HUMAN RIGHTS PRINCIPLES **GOALS:**

Our Focus is on **SUSTAINABLE DEVELOPMENT GOAL#5** and UNGC Principle#6 - At MENA Properties we implement *women empowerment initiatives* into our team’s day to day lives and adapt to the needs of the working women amongst us.

Rasha Nashaat, co-founder of real estate consultancy MENA Properties Services LLC, announced the new Human Resources policy for the company at the United Nations Global Compact (UNGC) event held at The Address Hotel, Dubai Mall, which brought together influential business frontrunners and thought influencers from the Middle East in Dubai. Rasha was one of five panelists for the Women Empowerment discussion, where she expressed the importance of women empowerment and spoke about UNGC’s Sustainable Development Goal number 5 (SDG#5) which aims to achieve gender equality at workplace and empower women and girls. MENA Properties Services is a proud member of the UNGC and a fervent supporter of the UNGC Local Network UAE.

As a strong advocate for women’s rights and empowerment in the workplace, MENA Properties stresses on the importance of female employees within a company and how crucial their participation is.

MENA Properties thrives on policies that foster gender equality and women empowerment at different levels. With a strong workforce comprising nearly 67% of female employees, the organization is committed to offering women equal opportunity to grow and build a career for themselves in the real estate industry. Backed by several years of experience in real estate, MENA Properties strongly believes that women have an intuitive understanding of the client’s requirements when looking for homes to rent or buy.

MENA Properties understands the challenges women face to strike a balance between work and family in a competitive environment, which is why the company offers them an extended maternity leave as well as flexible working hours, to ensure mothers have a comfortable transition back into work. Maternity policy – MENA Properties offers a 60 days maternity leave which is more than the government mandated 45 days.

IMPLEMENTATION and OUTCOMES:

Introduction of new members to the Chapter - EO MEMBERSHIP - MENA Properties introduced ENTREPRENEURS' ORGANIZATION comprising of nearly 80-100 entrepreneurs to the UAE Local Network of THE UNITED NATIONS GLOBAL COMPACT in November 2016. MENA Properties helped in increasing the membership of the UAE chapter accomplishing one of its goals to help in the growth the chapter promoting the UNGC principles.

A strong supporter of the UNGC within the UAE, MENA Properties encouraged the UNGC to further expand its network by introducing EO, who like MENA Properties, want to partake and commit to assisting in the implementation of the UNGC's agreed universal sustainability principles.

MENA Properties has been a dedicated member of the UNGC committee since the beginning of 2016. Rasha Nashaat was a spokesperson at their first anniversary event in May 2016, where she was one of the five panelists for the Women Empowerment discussion. At this event, she announced the new Human Resources policy at MENA Properties, extending maternity leave from the government mandated 45 days to 60 days. This is in line with the United Nation's sustainable development goal number 5 to achieve gender equality in workplace and empower women and girls.

LABOUR PRINCIPLES – Goals, Implementation and Outcomes

- i. Health and safety of all employees is ensured. MENA Properties provides health insurance to staff
- ii. Consultation with employees and other stakeholders. There are weekly management and team meetings. We follow an open-door policy. Quarterly and annual employee performance review and counselling is offered
- iii. Annual year-end team event was held in December 2017 at Atrium, Al Habtoor City
- iv. Agent of the Month / Year for appreciating the efforts of the staff. Top performers for the year 2015-16 were honored at an event held in April 2016, held at Le Royal Meridien Resort and Spa, Dubai, followed by a team lunch and team games.
- v. Birthdays during the month are celebrated
- vi. Flexibility in working hours

- vii. There are policies on gratuity / EOS and leave salary. We adhere to the UAE labor laws.
- viii. There is continuous training and development of the team and agents – the company promotes continuous education initiative which includes our weekly research sent to the team and the monthly required research and learning time allocated to the individual members of the team. The company sponsors staff to visit relevant seminars and event for gaining further knowledge on their respective fields of work.
- ix. Our company prevents discrimination of all kinds and ensures comparable pay for comparable work. We have a team which is focused on empowering women in workplace.
- x. Our team is a mix of various nationalities speaking different languages. We are a young team that promotes a family atmosphere within the office.

ENVIRONMENT PRINCIPLES – Goals, Implementation and Outcomes

Staff at MENA Properties is actively involved in initiatives and programs to reduce waste materials (e.g. recycling of scrapped paper) and being considerate while consumption of resources (energy, water, electricity, paper, packaging, etc.)

Reduced power consumption – energy efficient light bulbs

Supported the Earth Hour during previous and current year 2015-16-17

During the day, unnecessary lights are kept switched off. We minimize the use of tissue paper, use the waste paper for printing, use black and white printing, when required.

ANTI CORRUPTION PRINCIPLES – Goals, Implementation and Outcomes

Internally, we have tried to maintain an excellent check system over the daily/ weekly/ monthly transactions. The records are maintained with proper proves about where money goes to and what is done with it. This information is checked and controlled by finance, administration and HR department and ultimately reaches to the Partners.

MENA Properties has not been involved in any legal cases, rulings or other events related to corruption and bribery. MENA Properties has an external audit company, Horwath UAE Consulting, (Member Crowe Horwath International), annual audits are conducted and the report is directly submitted to the Partners.



Our books and accounts are subject to statutory external audit annually. These audits are used as one of the methods of identifying any suspicious payments which could be related to bribery or corrupt behavior.

The company tries to adhere to all the rules and regulations from the Real Estate Regulatory Authority (RERA) and the Dubai Land Department (DLD) with which it is registered.

Each new hire with MENA Properties signs a RERA code of ethics and a Non-Disclosure Agreement.

OTHERS

- i. We have done an extensive press release on our UNGC membership and tried to communicate the importance of such initiatives in the society. We promote the 'UNGC- We support' on our website/ emails/ social media.
- ii. Commitment to the UNGC – Local network. Partners at MENA Properties are actively involved with the local chapter and meet regularly to discuss new ideas.
- iii. The Management at MENA Properties is actively involved as members of the Steering Committee for Women Realtors and WEPS
- iv. MENA Properties is selected as the FINALIST in the Best Real Estate Brokerage Firm Award category for Gulf Real Estate Awards
- v. The General Manager at MENA Properties is a Certified Brokerage Manager (CRB) designee from National Association of Realtors / Dubai Real Estate Institute

MENA Properties is extremely humbled and proud to be part of UNGC's initiative and express our enthusiasm and commitment towards the cause of empowering women in the UAE.

PROPERTIES