




Sustainability Report

Leading our mission with passion

Jun 2017



FARN  **K**  TECHNOLOGY & SUSTAINABILITY DRIVEN FM COMPANY





SUSTAINABILITY REPORT CONTENT

Our CEO Message 2

1. About US 3

Our Company 4

Our Values 5

FARNEK 2017 Data 6

Our Services 7

Our Value proposition 8

2016 – 2017 Macro risks 9

Our Stakeholders 10

Our Sustainability Engagement 11

Awards and Accreditation 12

The building we manage 13

Transition & Mobilization 14

2. Our Sustainability Commitment 15

Sustainability Development Goals 16

Sustainability Responsibility Chart 17

Our Sustainability Partners 18

3. Our Strategic Achievements 19

Commercial Success 20

New Contracts 2016 & 2017 21

Development Success 22

Expansion Success 23

New Accreditation 24

4. Sustainable FM 25

Our commitment 26

Environmental Performance 27

Our Sustainability targets 28

Environmental Risk assessment 29

Our operational environmental approach 30

Carbon Offsetting Concept 31

Purchase of 1st UAE CER credits 32

Sustainable Cleaning 33

Fleet Management 34

First Corporate Renault Electric car GCC 35

First LED light retrofit with LED Lights 36

2016 Waste achievements 37

Our Bin-less office 38

Non Regular waste streams 39

Employee engagement 40

Food waste initiative 41

Client Sites bespoke system and training 42

The voice of sustainability 43

Environmental community events 44

Biodiversity support 45

5. Smart Innovations 46

Farnek smart watch FM innovation 47

Smart watch 48

Smart Monitoring solutions 49

I Auditor 50

Innovation – remote monitoring scheme 51

6. Social Care 52

Nationality Demographics 53

Our Responsibility 54

Our staff accommodation 55

New staff accommodation 56

Our Ladies touch 57

Ramadan at FARNEK 58

Good Health and wellbeing 59

Kidney stone prevention 60

Health & Safety Approach 61

Health & Safety Achievements 62

Driving safety campaign 2017 63

Training 64

7. We love celebrating 65

Our Unsung hero 66

Supporting Talents 67

Rewarding the best 68

Celebrating accreditation 69

Celebrating diversity -1 70

Celebrating diversity -2 71

Annual Staff Party 72

Treating our ladies out 73

Grand winners 74

8. Sport Spirit 75

Sports 76

Celebrating team spirit 77

9. We love winning 78

Awarded for Innovation 79

Awarded for sustainability excellence 80

Best employer brand award 81

Contact us 82



Since 2010, FARNEK has embarked with passion in a sustainability journey on climate action that has never stopped. We take pride in 2016 and 2017 to have passed another level in carbon management, being the first entity to purchase 1,000 **CER carbon credits from the newly released DEWA Chiller Station project under UNFCCC**, in the objective to support the government in carbon offsetting options. We are also the **1st Private company in the GCC** to have purchased an **electrical car** with Renault, the lovely ZOE will reach us in September 2017 and is due to run 72,000km a year and therefore save 17.4t CO₂ per year. We have been **accredited ESCO** by the Dubai Regulatory and Supervisory Bureau in Feb-2017 and support clients to reduce their energy consumption. For our own premises, at the head-office we **retrofitted LED lights with LED lights** to generate 48% savings. We **installed LED lights in the staff accommodation** with at the head-office and installed water aerators that should help us to save respectively 6% and 2% on overall consumption at this camp. We also changed 15% of our window units A/Cs with more efficient ones. **'FARNEK Turtle'**, a green turtle, joined our family. She swims with a GPS tracker in the Arabian Gulf to support scientists to create reserves.



In the objective to follow our mission to be a leading FM company driven by technology and sustainability, we have been focusing on developing new services now available for all our clients. Our **Smart Watch** was awarded at the FM Awards in May-2017 for the best innovation of the year as it creates visibility for the service delivered for our clients but also is applauded by our employees as it has reduced data entry by **70%**, reduced health and safety emergency response times to **less than 3 minutes**, cut incident reporting time from **60 to 10 minutes** and reduced administration efforts by **80%**.

We also launched the **Carbon Neutral Cleaning** service after an intense carbon assessment of our cleaning activities that highlighted that one cleaner produces 367t CO₂e per year. Our clients can now offset their cleaning services with us!

We joined the **UNGC** with the purpose to voice the respect for our blue collars employees to our stakeholders. We have **purchased the plot for our new staff accommodation camp** that is due in DIP in 2018 to take full control on quality and green standards of our accommodation. Meanwhile the 11 staff accommodation centers we currently have are managed with great care for our employees. We had a strong **focus on health care** with a fully capable of health and safety team and Human Resources & Operational Efficiency teams who work hand in hand with the **Happiness Society** to find the new angles to create motivation and balance through awareness campaigns, rewards, entertainment and sustainability community events. FARNEK supports in hard work and strong values. We were proud to have awarded 66 employees on monthly or annual awards, associated with financial rewards. We also believes in **talents** and this year we were proud to see Mr. Pankaj Singh as the winner of the SmartIdol and created a videographer job for a call center agent.



1.

ABOUT US

Our Company



We provide total sustainable facilities management services to a variety of industries and businesses across the UAE.

Established in the UAE since 1980, Dubai-based Farnek Services LLC/FarneK Middle East LLC is an international full service property management company. With a skilled workforce of more than 4,500 employees, Farnek has now added offices in the Northern Emirates, to its existing offices in Abu Dhabi and Dubai, to deliver professional Facilities Management services to over 2,500 properties to high quality, world-renowned organisations in several sectors - Aviation, Hospitality, Banking, Retail, Shopping Malls, Telecom, Residential, Commercial, Infrastructure, Government, Education, Leisure and Entertainment.



OUR VISION

To deliver excellence in total facilities management services focusing on sustainable best practice while being led by innovative technology, which satisfies the needs and exceeds the expectations of our customers, business partners and other stakeholders.

OUR MISSION

To become the ultimate provider of sustainable and technology-driven total facilities management services throughout the UAE.

OUR PORTFOLIO



**TOTAL FACILITIES
MANAGEMENT**



**SUSTAINABILITY
MANAGEMENT**



**HOME
MAINTENANCE**

OUR VALUES



EXCELLENCE

Stakeholders satisfaction is our ultimate goal



INTEGRITY

We carry out our business with honesty and consistency



INNOVATION

Our approach in creating sustainable value for our stakeholders



RESPECT

We treat all people with respect and dignity.
We do our best save water and electricity on a personal and professional basis



TEAM WORK

We are one team with one mission and one vision



LEARNING

We never stop learning

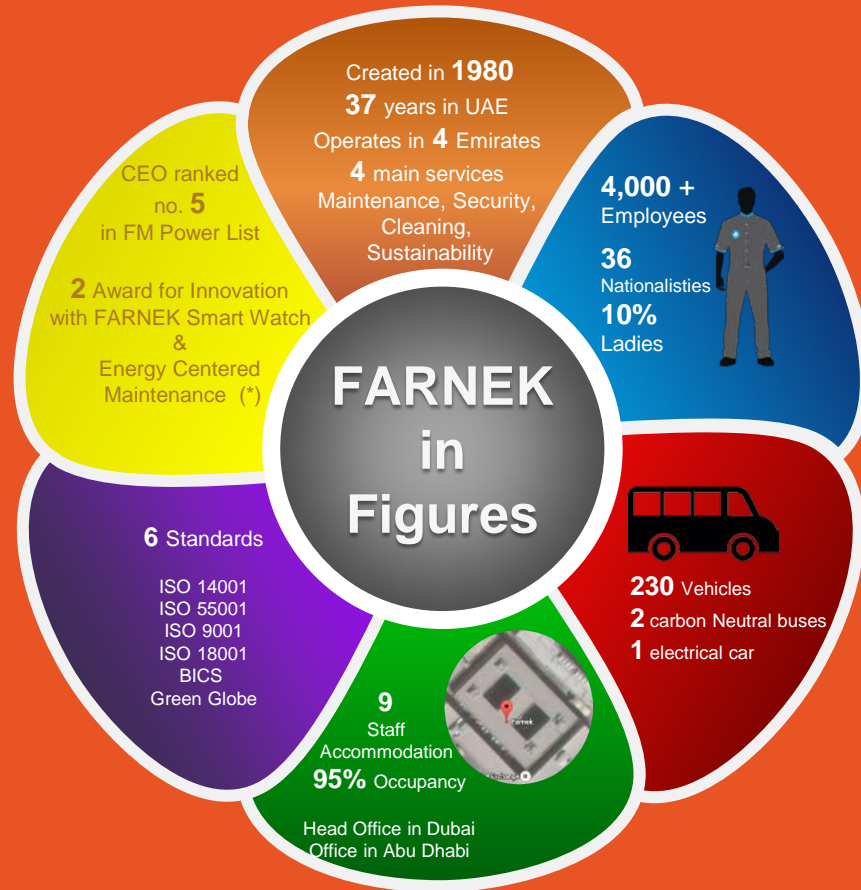
Facilities Management

is a professional management discipline focused upon the efficient and effective delivery of support services for the organizations that it serves. It serves to ensure the integration of people, systems, place, process, and technology.

For us, like in hospitality, we believe that the service delivered by our 4,000+ people contributes to the daily comfort of the occupants of the building, while ensuring to the owners that their assets have a long lasting life.

FARNEK is motivated to deliver this discipline with excellence and this goes with the integration of sustainability in the core mindset of our operations and our strategies, not only for our own facilities but most importantly for the facilities we manage.

The tone comes from the top and has never inflected since 2010 when the journey started. Instead the motivation grows and FARNEK always finds new ways to improve and embark new clients, employees and other stakeholders.



(*) As CBFA JV with EMAAR - The Dubai Mall

OUR SERVICES



Maintenance

Cleaning

Security



MAIN SERVICES

Support
Services
Call Center
CAFM
HSEQ

SPECIALISED SERVICES

ENVIRONMENTAL SERVICES

HVAC
MEP

Pest Control
Swimming Pool Maintenance

Energy & Water Audits
Energy Managers on-site
ESCO
Energy Centered Maintenance
Energy / Environmental Plans

Common areas Cleaning
Housekeeping
Office Boys

Landscaping,
Windows, Water Tank
Kitchen Exhaust, HVAC System
Garbage Chute, Grease trap
Indoor Air quality testing
Mold Remediation
Steam Cleaning

Binless Offices
Waste Recycling
Waste strategy integration
Carbon Neutral Cleaning
Green Cleaning

Security Guards

Life Guards
Concierges



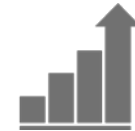
- ✓ **Ownership**
- ✓ **Leadership**
- ✓ **Accountability**
- ✓ **Innovation**
- ✓ **Drive Performance**
- ✓ **Be proactive**
- ✓ **Continuously Improve**
- ✓ **Flexibility**
- ✓ **Ensure Compliance**
- ✓ **Integrate Sustainability**



World Class Service



Value for money



Increase Asset Value
& Brand Value



Economical: The lower price of crude oil leads to low government expenditure creating payments delays; it also pushes energy efficiency programs, for which FARNEK was accredited in 2017. In preparation for EXPO 2020 new hotels are opening and with the low price of Euro making the destination more expensive existing hotels cut their expenses including in sustainability, but start thinking about outsourcing. BREXIT may affect the investment from UK companies in the economy slowing down UAE. VAT planned for 01-Jan-2018 could increase the cost of employees living and contracts T&C are still unclear at this stage.

Political: The cuts of ties between Qatar and GCC countries will complicate our Green Globe audits but shall not affect FM activities. Relationship with Iran may result in possible regional instability and impact the economy.

Environmental: Despite the USA threatening to exit the Paris Agreement on Climate Change, UAE shall remain committed to reduce their CO2e by 16% and implement the Vision 2030 and DIES 2030 by pushing the market. FARNEK is already involved with Dubai Sustainable Tourism team, Etihad ESCO and the Dubai Carbon Center of Excellence as a strategic approach.

Social: Terrorism issues lead to longer visa process affecting our recruitment process and operations. The Syria refugees crisis and Yemen Hunger & Cholera issues are the main drivers in international social concerns while workers in UAE remain a key focus of interest for corporate companies. Emiratization is being reinforced and the Year of Giving theme takes more focus as UAE government announced that CSR becomes a compulsory reporting since 12-Jun-2017 which FARNEK (refer to Macro Risks matrix page XX)



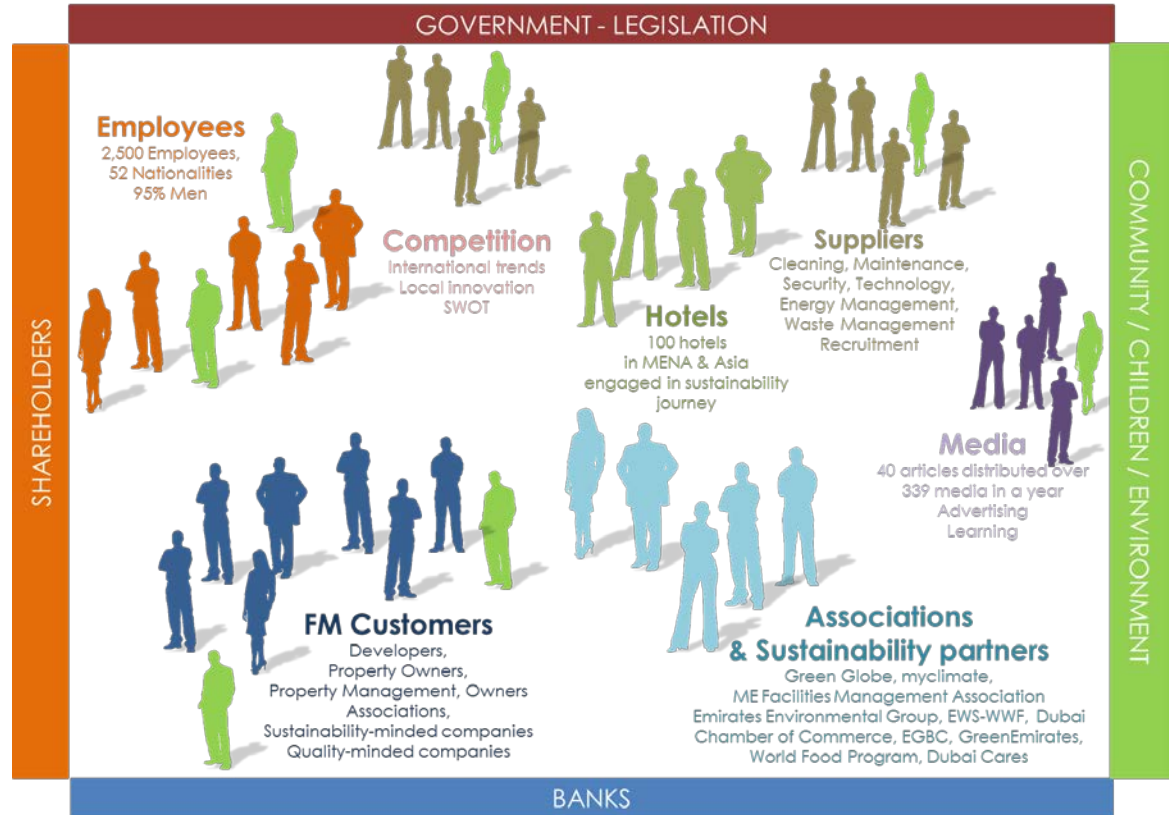
OUR STAKEHOLDERS

We have mapped our stakeholders to ensure we reach all of them in a streamlined and strategic manner ensuring we provide them with key information with the health of our company and our projects, but also the success stories.

We are also listening to the voice of the communities, market, employees to adapt our strategies and provide services in relation with the challenges faced by some of them or expectations. We indeed attend strategic conferences on FM and Sustainability, have a strong key account management with our clients, have regular meetings with the associations and integrate any feedback from other stakeholders.

Our Website is a window of our commitment to sustainability through the news section and recently updated Sustainability section. We have become even more active in LinkedIn and Facebook with more creativity thanks to a professional marketing team designing our messages in more symbolic manners.

We have hired a dedicated sustainability engineer in charge of meeting all our existing clients to assist them to develop adapted and tailor-made solutions for their facilities from energy to waste and carbon management.



OUR SUSTAINABILITY ENGAGEMENT

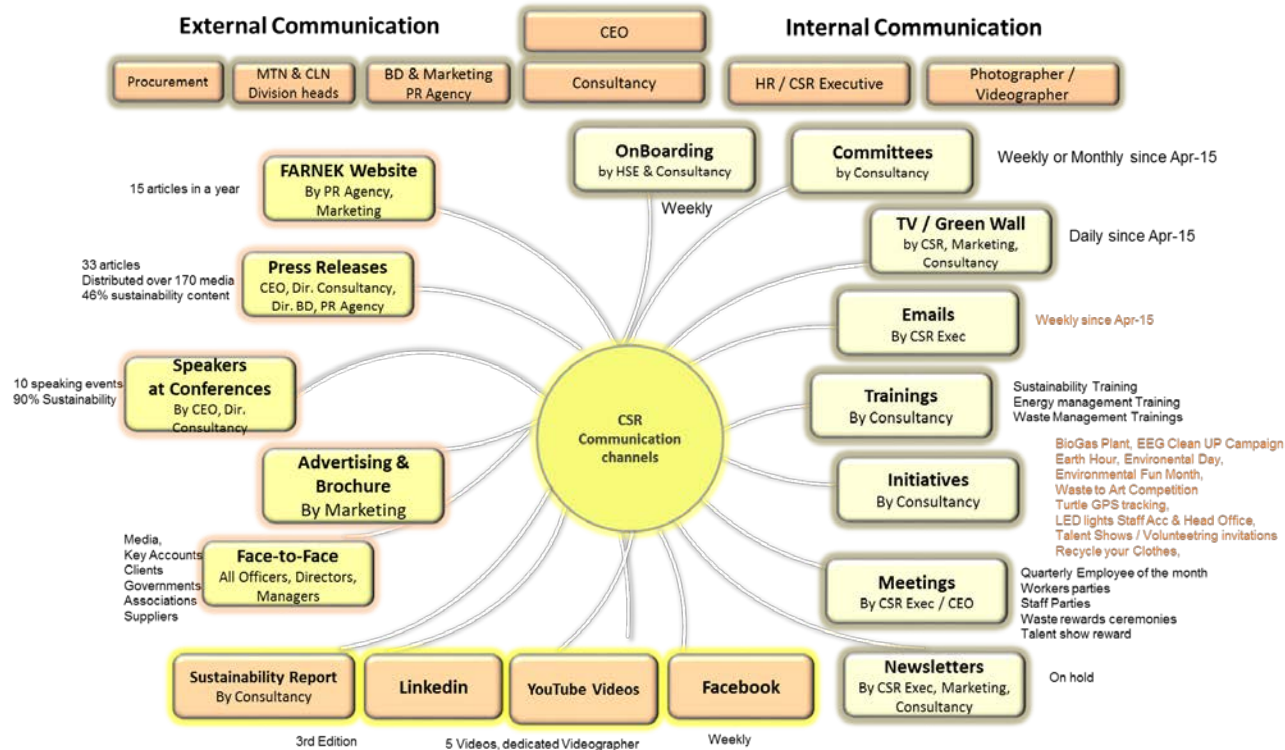
We consider that communicating about our CSR initiative as a duty as we believe that a good practice or information needs to be shared towards a maximum number of stakeholders to create a change and entice other individuals or organizations to improve on their own performance.

We share any news that is relevant for internal or external communication to position ourselves as a leader in FM through growth, success stories related to technology integration and environmental.

We are actively present in events for sustainability to encourage with customers who would like to start their journey and widely share on social medias our

Recently we joined the Dubai Chamber Sustainability Network as a leader of the focus group on Employee health to voice the concern and learn from others solutions as well.

In Oct-16, we enabled a call center agent to use his passion & education background professionally as cameraman & Videographer dedicated to push the HR & Sustainability news in a more dynamic manner.



AWARDS & ACCREDITATIONS

Our Excellence has been awarded in 2017 with

- 3 awards: Technology Implementation of the Year by ITP for our Smart Watch project, Facilities Management of the Year and Operations & Maintenance Project of the year by Emirates Green Building Council for the Energy Centered Maintenance at The Dubai Mall with Emaar under our JV CBFA.
- 2 Highly Commended Awards for Overall FM company of the Year and Sustainability Initiative of the Year for the carbon assessment of the Cleaning Activities.
- FARNEK has been certified ISO 9001, 18001 and 14001 since 2012 and as added ISO 50001 in 2017.
- For Cleaning Services, FARNEK was the first BICS certified company in the UAE and maintains the standards proudly, integrating this year the standards CIMS-GB by ISSA while for maintenance FARNEK uses SFG20.
- We are passionate to be a member of the prestigious EFQM which we believe adds to the quality of our organization.

Awards



Certifications



Accreditations



Standards



Sustainability partners



Members





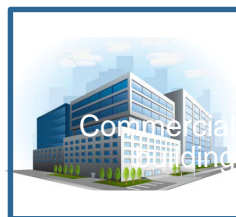
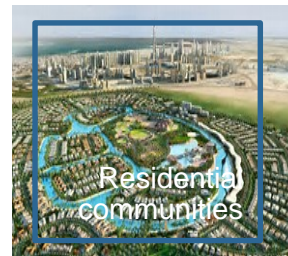
From the highest tower mix used tower
to the largest mall in the world
and most luxurious airports

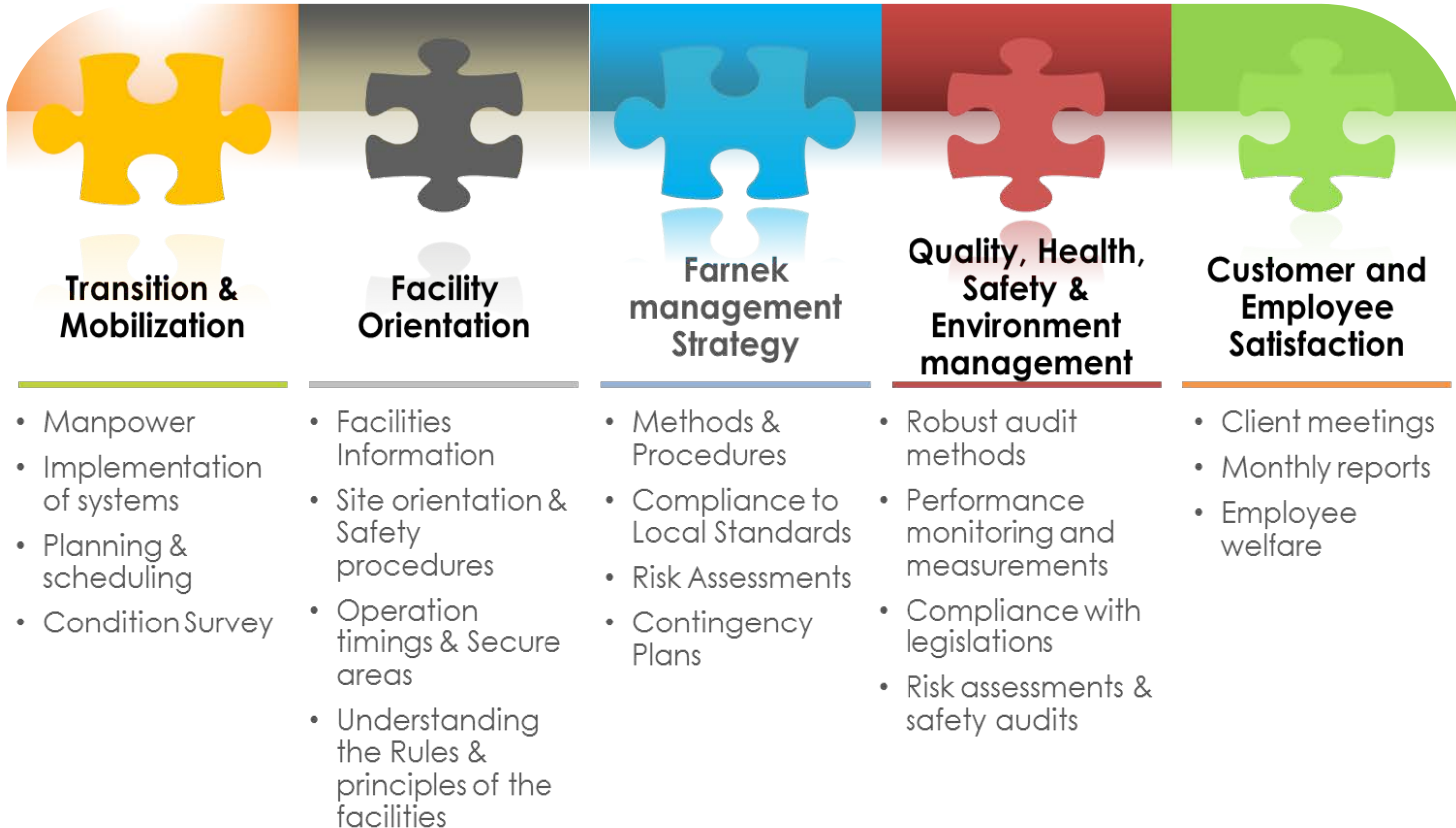
From the most luxurious hotel in the world
to the school at highest MINERGIE Building
Standards,

From your villa
to large residential communities

From the largest indoor entertainment park
in the world to the largest outdoor
entertainment park in the Middle East

... we cover UAE horizontally, vertically and
in a sustainable and professional manner.







2.

OUR SUSTAINABILITY COMMITMENT

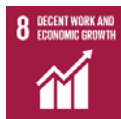
SUSTAINABLE DEVELOPMENT GOALS



We believe that our growth enables people from unprivileged areas to access jobs. Between 2015 and YTD 2017 we created 1,127 jobs, an increase of 38%. Each of these jobs help sustain a direct of second level family in South East Asia or Africa. This year we plan to work on financial literacy to ensure that our workers plan for their retirement and ensure a good education for their children with the wages.



In 2015 and 2016, we invested in biogas plants of 20 year life span for 4 farms belonging of our employees with the objective to reduce the risk of carbon dioxide breathing from indoor cooking with gas and wood. In parallel, we have reinforced our health insurance coverage in 2017 for all workers and have planned for clinics to get installed in our staff accommodation. We also ensure our cleaning products are eco-friendly and human friendly.



Our labour policy integrated the UAE labour law and shows a high level of ethics and care for our employees. We are conscious of our responsibility to manage our staff accommodation centers in an exemplary manner and maintain regular audits of different levels. In 2015, we mapped the needs of our blue collar workers. In 2017 we our Welfare Committee was renamed Happiness Society to improve every year on our standards and approach. Our training center is fully operational with thousands of hours of training.



Climate Action is related to carbon emission reduction. It starts with **energy efficiency** and FARNEK is accredited Energy Auditors and ESCO through Dubai RSB supporting a large number of buildings to optimize their equipment efficiency through proper maintenance and implement retrofit savings solutions. It then includes the integration of **renewable energies**. FARNEK is set to develop the projects upon approval from our clients. We are also the exclusive distributor of Solar Jars in the UAE. The last mitigation activity is **offsetting**. Since 2010, FARNEK signed an agreement with myclimate the Swiss Climate Protection Foundation and developed pioneering initiatives like carbon-neutral buses, carbon offsetting for hotel stays, business travel, events. In 2017, we are the first company to purchase DEWA Credits from the DEWA Chiller Station project through the Dubai Carbon center of Excellence. We are also the first private company in the GCC to purchase electrical car to Renault. We were awarded for the carbon assessment of our cleaning activities. Since 2015 we are engaged in **waste management** best practices and are rolling series of initiatives that we make available to our clients (waste audits, binless offices, waste recycling implementation strategies ...).

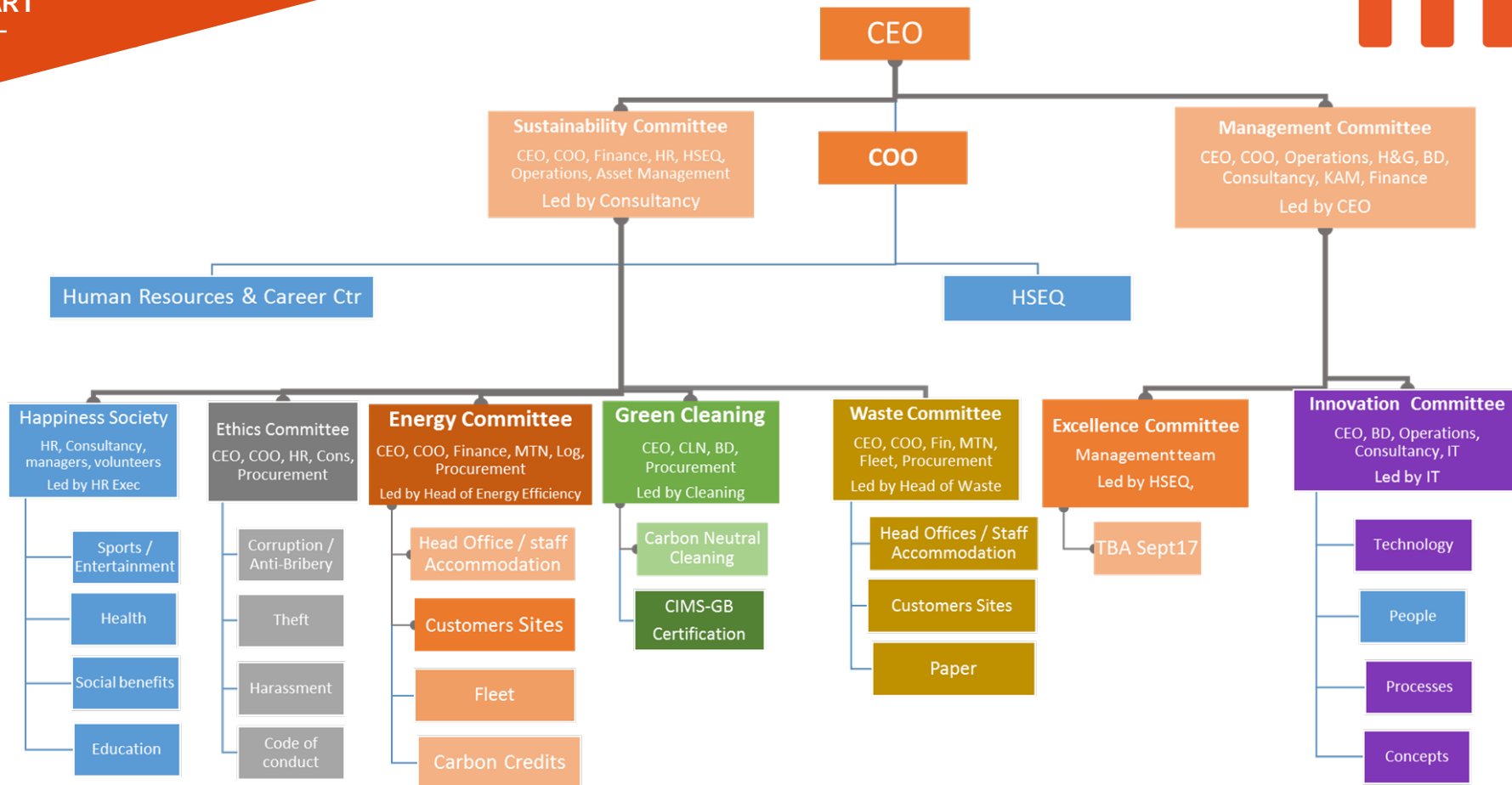


For the first time in 2017, we have taken an initiative to sponsor a Gulf Green Turtle which is an endangered species because the the dangers in the Gulf related to increased sea freight traffic and plastic & other waste pollution. We partnered with EWS-WWF who works with scientific teams who analyse the turtles journey through GPS tracking to create protected areas. This is close to 3 of our core missions: Sustainability, Technology & Home comfort.



In 2010, we created a **partnership** with myclimate the Swiss Climate Protection Foundation to get knowledge and solutions on carbon mitigation and became experts in the field. We are the preferred partner of Green Globe the highest standard of certification for the hospitality industry which positions us as leaders in this field. We are board **members** of Emirates Environmental Group, members of EWS-WWF, Dubai Chamber Sustainability Network and UN Global Compact. We work closely with **governmental entities**: Dubai Carbon Center of Excellence, Etihad ESCO, Dubai Sustainable Tourism Department.

SUSTAINABILITY RESPONSIBILITY CHART





FARNEK selects its partners very meticulously and is fully involved in supporting their initiatives while sharing the best of its knowledge for their continual improvement.

We have a series of commercial partners that we represent in the MENA. They provide practical solutions for our clients through guidelines and knowledge and solutions that are not simple to find in the market.

We registered in 2016 with UNGC and are also active members of 4 local associations in relation to the environment, providing visibility or supporting some of their initiatives (EEG Clean Up Campain, EWS-WWF Turtle) and speaking at their events (SBC) or developing new concepts (Dubai Carbon Center of Excellence)

Being a member of the UN Global Compact, we always look for opportunities for our workers to receive donations, training, awareness and lead the group Employee Health at the Dubai Chamber of Commerce and participated to 2 SmartIdol contests.

Leading experts in the Hospitality, FM industries and Energy management, we support the initiatives of Dubai Tourism for the launch of their Dubai Sustainable Tourism program, are members of the FM association speaking at their events and

Quality Partners

- **myclimate**
Swiss Climate Protection Foundation
- **Green Globe**
Premier Sustainability certification for tourism
- **Solar Jar**
Distributor of eco-friendly solar powered jars

Environmental local Associations

- **EEG** (Waste driven)
- **EWS-WWF** (Biodiversity driven)
- **Swiss Business Council Environment Committee**
- **Dubai Carbon Center of Excellence** (CO2e reduction)

Social Engagement

- **Dubai Chamber Sustainability Network**
FARNEK leads the Employee Health Focus Group)
- **SmartLife**
Association dedicated to blue collar welfare
- **UNGC**

Sectorial

- **Dubai Sustainable Tourism** Tourism
- **MEFMA**
FM Association
- **Etihad ESCO**
Energy Management





3.

OUR STRATEGIC ACHIEVEMENTS

COMMERCIAL SUCCESS

Farnek's vision to become the leading, independent, sustainable and technology driven FM company in the UAE has enabled us to secure multi million-contracts boosting our revenue by **45%** – an impressive **10%** of which is directly attributed to penetrating the fast growing leisure and entertainment sector.

We managed over the past 2 years to secure 4 permanent Energy Managers in the operations team and we keep progressing to support our clients to turn green (like the ones circles in green).



Burj
Khalifa

Dubai
Airport
T2

The
Dubai
Mall

NEW
City
Walk

NEW
Dubai
Parks &
Resorts

NEW
IMG

NEW
Musnada

du

Emirates

Etihad
Airways

U-Bora

NEW
Swiss
Scientific
School



On 3rd July 2016, Farnek announced its latest partnership with IMG Worlds of Adventure, managing the MEP services at the world's largest temperature-controlled indoor theme park. IMG World of Adventures Dubai Theme park.

“Farnek has been chosen for its technical and critical competency and its operational methodology. Farnek already manages a multidimensional portfolio and so has proved it can handle projects of varied scope. We look forward to working together as we continue to progress towards the opening of IMG Worlds of Adventure this August.” said Lennard Otto, CEO of IMG Worlds of Adventure.

Photo caption: Standing (L-R) Maximus de Soyza – Senior Manager Facilities, IMG; Gary Benfold – Vice President Technical Services, IMG; Kulvinder Rupra – Key Account Director, Farnek; Sajeeth Shanker – Key Account Manager, Farnek; Trevor Velho – Assistant Operations Manager, Farnek. Seated (L-R) Lennard Otto – CEO, IMG; Markus Oberlin – CEO, Farnek



DEVELOPMENT SUCCESS

Farnek, has announced on 02nd August 2016 that it had acquired multi award-winning specialist hygiene cleaning company Smashing! Cleaning Services, leading to the establishment of one of the most diversified and specialist FM companies in the UAE, strengthening our market position and growing our market share for both Farnek and Hitches & Glitches with increased revenues in the specialized FM services sector by 25%.

Formed in 2004 Smashing! adds many new specialist cleaning services to the Farnek portfolio and shares many of its values; a commitment to sustainability, a highly qualified and trained workforce and a focus on excellence.

(L-R) Markus Oberlin, CEO, Farnek - Leny Day, Managing Partner, Smashing! and James Day, Managing Director, Smashing!





In February 2017, Farnek entered the Abu Dhabi security market and having therefore the capacity to offer full protection services across the entire range of real estate assets, such as commercial and residential buildings, shopping malls, hotels and industrial premises.

The move follows the formal signing of a business partnership agreement with HE Badria Almula, Chairperson of the Abu-Dhabi-based International Emirates Business Group (IeBG).



In March 2017, Farnek, has been officially accredited as an approved Energy Services Company (ESCO) by Dubai's Regulatory Supervisory Bureau (RSB).

"This is official recognition that we are fully equipped to identify, design, deliver and finance energy reduction for building owners and developers as we believe this creates more cost-effective buildings and a healthier environment," said Markus Oberlin, CEO, Oberlin.

Under the ESCO programme, the RSB has also designed two energy performance contracts which cater for the two main approaches to energy performance contracting.

The shared savings model refers to ESCO investment into the equipment and materials to generate energy efficiencies and is remunerated from a predetermined percentage of the savings generated.

"An ideal solution for building owners who want to reserve their cash-flow and retain their capital," said Oberlin.

The guaranteed savings is a more traditional and popular model, whereby an ESCO would recommend implementing energy-saving solutions (ring-fenced by contractual key performance indicators) and the building owner provides the financing.

Typically, pay-back periods vary from one to three years for modest investments and four to eight years for higher Capex investments.



One of Farnek's strengths is its team of consultants with CEM (Certified Energy Manager), CMVP (Certified Measurement & Verification Professional) and other valuable diplomas and years of experience in energy auditing and efficiency not only for ordinary buildings, but also Green Buildings. Farnek delivers energy recommendations using the latest technical standards, skills and technology solutions for hotels, malls and other commercial buildings, residential buildings and staff.



4.

SUSTAINABLE FM





SUSTAINIBILITY IS IN OUR
DNA,
CLIMATE ACTION IS OUR
MISSION



2016 vs 2015 environmental performance



(E): Estimated
EUI: Energy Usage Intensity

In 2016, FARNEK performed well in all areas. Focus on Head Office in 2017 shall happen and focus on waste reduction.

Energy Performance Staff Accommodation

Total Energy Consumption (E): kWh 8,546,657
⇔ -11%
EUI Accommodation: 376 kWh / sqm ⇔ - 10%
Genuine Performance Accommodation: -10.5%
Particularity: Our largest Staff Accommodation saved -13.88% in genuine performance

Energy Performance Head Office Dubai

Total Energy Consumption (E): kWh 323,385
⇔ +0.07%
EUI Accommodation: 269 kWh / sqm ⇔ +0.07%
Genuine Performance Accommodation: +0.31%
Particularity: We reached 10% saving the previous year.

Waste performance Head Office

Diversion ratio: 80.93%
18 Kg / Office Employee (+17%)
182 kg/employee of recyclables collected in one year
24 tonnes of waste sent for recycling

Water performance Staff Accommodation

Overall consumption (E) : 497,587 m3
Water Usage intensity: 377 litres / Employee per day
⇔ -9.7%
- 2,390 m3 vs last year (based on 2 sites)
- 2.5% vs last year

CO2e performance

Total CO2e Emissions (estimated) Head Office + 11 Staff Accommodation + Fleet for Energy related emissions:
109,292 t CO2e (93.6% from Staff Accommodation, 6% from fleet and 0.3 % from the head office)

Staff Accommodation

CO2e / Employee per night : 70 kg
- 10% vs last year

Mitigation

1,410 t CO2e mitigated from Staff Accommodation
10.5 tonnes of CO2 emissions saved through diversion from landfill. 509t mitigated through offsetting

OUR 2017 ENVIRONMENTAL TARGETS

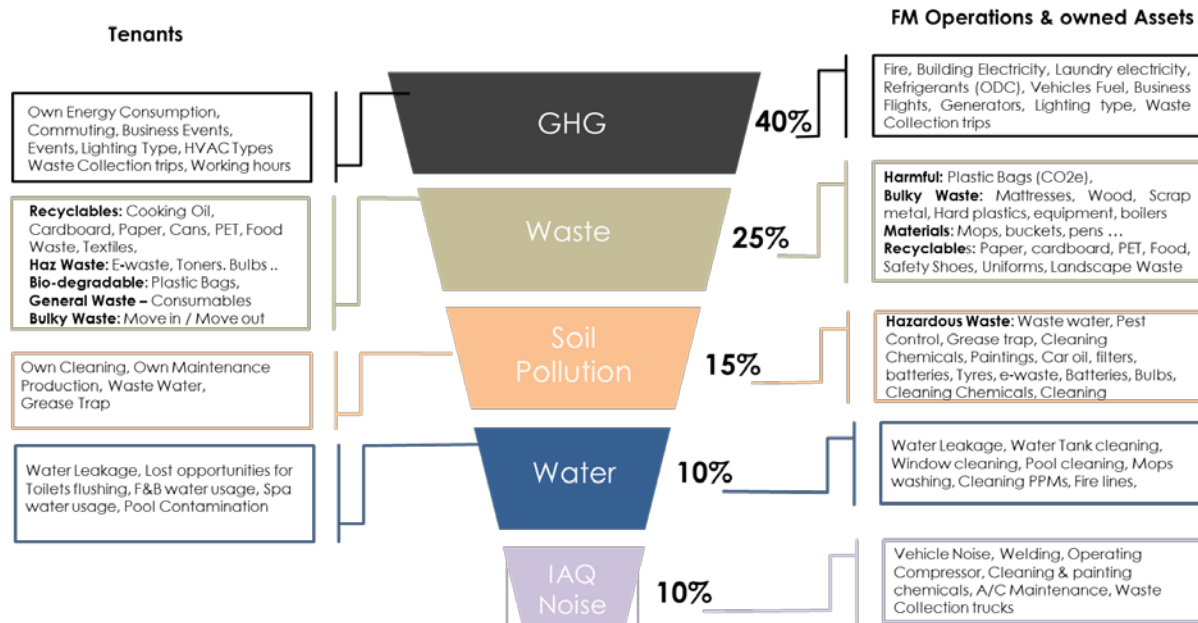


ENVIRONMENTAL RISK ASSESSMENT

In 2016, we went into a deep analysis of our operations thanks to complex facilities we managed for waste recycling, energy & water efficiency associated with series of audits and we took the initiative to make a full carbon assessment of the cleaning activities.

This led to realize our increased responsibility with regards to refrigerants, to reducing the use of plastic bags, in fixing leakages fast and reviewing the frequency of the cleaning or maintenance activities critical for each activity that could help to save water or energy while maintaining the quality of the assets and the satisfaction of the occupants. We are still driving our energy efficiency drive.

Despite numerous hours of training in some communities, we realized that the responsibility of the tenants is difficult to influence and came with creative ideas to support them to make the first steps for waste management in their own premises. Our objective is to increase our recyclables and the part of the occupants, while managing responsibly our hazardous waste.

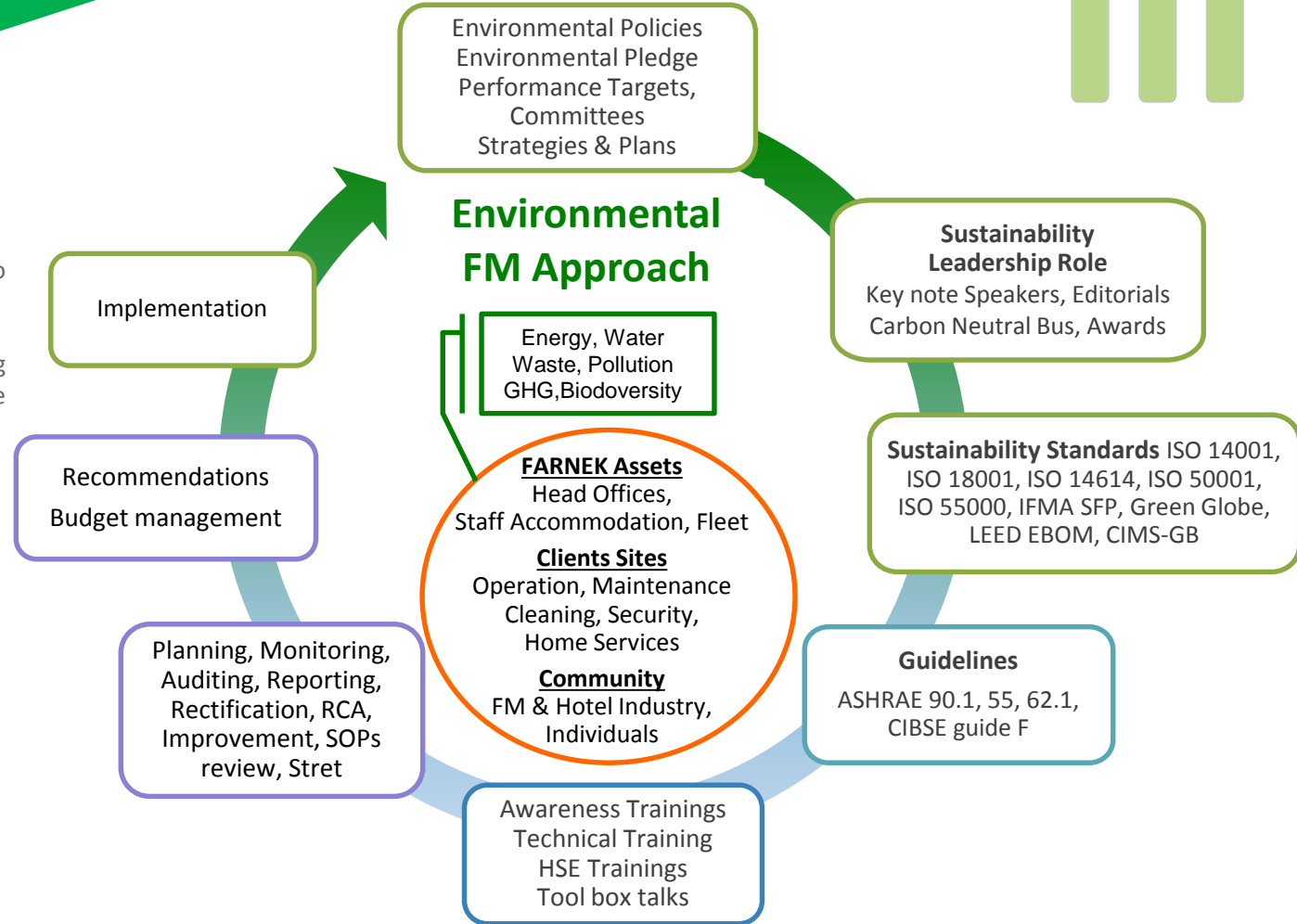


OUR OPERATIONAL ENVIRONMENTAL APPROACH

Facilities Management is the

FARNEK's approach is not limited to energy management.

A professional maintenance of a building is a first step towards a responsible climate action. However



CARBON OFFSETTING CONCEPT

Climate change is one of the most central challenges of the 21st century. Scientists have calculated that a stabilized climate is guaranteed if the maximal annual emission per person is limited to 1.5 tons of CO₂. This quantity is currently covered by the mere normal use of a car.

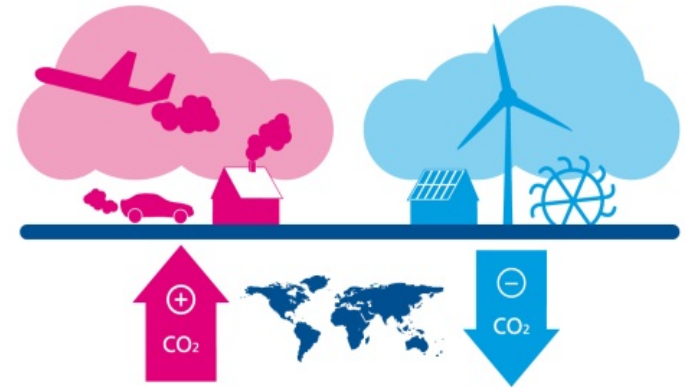
There are three ways to mitigate the emissions of CO₂e which contribute to the global warming. Energy Efficiency, integration of renewable energies and carbon offsetting.

Carbon offsetting is the act to contribute financially into a project that mitigates CO₂e emissions by replacing the fossil fuels source by renewables energies.

FARNEK believes that offsetting is the simplest step for an organization to be engaged in climate protection and also report to relevant stakeholders who care about ecological footprint of their partners. Most important it enables the offsetting programs to keep mitigating carbon emissions and reduce the global warming and its adverse effects on the planet.

Since 2010 we are partners of myclimate, the Swiss Climate Protection Foundation from which we receive regular capacity building, expertise for our own methodologies

In 2017, we also decided to support the Dubai Carbon Center of Excellence to encourage the local initiatives in the climate action.



Courtesy of myclimate Climate Protection

1ST COMPANY TO PURCHASE UAE CER CREDITS

As a fervent supporter of initiatives that reduce the carbon footprint by either using renewable energies or have a better energy efficiency, FARNEK has additionally invested in April 2017 in 2 carbon offsetting projects

Through our regular drive to engage our partners, we have managed in 2 years to offset through our own operations or customers and partners activities more than 1,000 t CO₂e emission through the

- 2 Carbon neutral buses
- All flights for Consultancy to hotels in ME&A are offset
- Local associations carbon neutral events
- Hotels offsetting their business travels & staff Commuting



Windmill Farm in Turkey, Renewable energy

FARNEK purchased 1,000t CO₂e in 2014, and another 1,000t CO₂e in April 2017

Saves 36,188 t CO₂ per year

Clean Energy, Education for Schools

Partner: myclimate,
Type of Credits: CER, Gild Standards



DEWA Chiller Station, Dubai – Energy Efficiency

FARNEK purchased 1,000t CO₂e in April-2017

Saves 9,520 t CO₂ per year

Green economy Awareness, Energy Efficiency,
Education, Economic growth

Partner: DCCE,
Type of Credits, CER, UNFCCC



CARBON NEUTRAL CLEANING by FARNEK

CO2 Neutral Cleaning is a new concept that measures the impact of each element of the cleaning process in order to establish an accurate carbon footprint of the cleaning service. This methodology enabled us to identify that the impact of hiring one cleaner is 11 kg CO₂e per man day. We can then offer to our clients using cleaning services with FARNEK, the opportunity to offset the emission of their cleaning activities based on the number of cleaners in the contract and the type of offsetting program they will choose from our portfolio of projects.

This innovative service is the first of its kind in the FM world in the Middle East. We secured our first client in May 2017 and have started operating. It took us more than one year to develop the concept for which we associated with myclimate Climate Protection Foundation based in Switzerland and Dubai Carbon Center of Excellence from Dubai for the data verification.

Client can now
neutralize this
impact by
offsetting

I produce
11 kg CO₂e
per working day
on client site



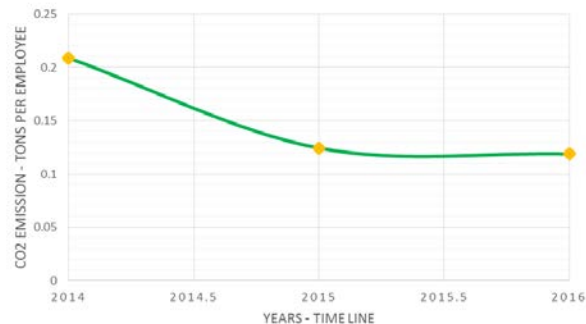
With 230 vehicles, FARNEK has a responsibility to optimize its fleet consumption. Our total fleet produced 5,877t CO2e.

We also have reduced our CO2e per employee transported by 44% between 2016 and 2014, despite increased number of employees reaching 118kg CO2e per transported employees (stats H&G & FARNEK combined)

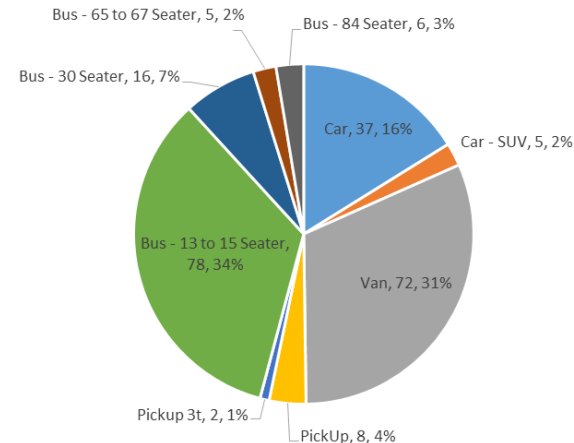
We did it following the following methods:

- GPS tracking to ensure the shortest routes are taken and find locations easily,
- Reorganization of the types of vehicles per site, we purchase larges buses for sites with a large number of employees contracted.
- Training of drivers on how to drive to consume less fuel

CO2 EMISSION VS EMPLOYEE TRANSPORTED



Fleet per types of vehicles



1st CORPORATE RENAULT ELECTRICAL CAR in GCC

With the objective to keep improving our practices in fleet management and lead and inspire the market and the FM Industry with innovation in line with the UAE government's recommendation to ensure that 10% of our transportation fleet is electric by 2030, we decided to invest in an electric car.

FARNEK becomes the FIRST Private Company to have purchased an electrical vehicle with Renault in GCC.

We met Renault at the First Electrical Vehicle Road Trip where we saw the car, which fits in size and type with 16% of our fleet. We liked the fact that has a great reputation in Europe and car reduce our noise emissions as well. These cars are currently used by supervisors to go from one facility to another one during the operational day. The car will only be available in September 2017 only.

The ZOE car would help save 17.4t CO₂e per year compared to a Yaris Car we currently use, this corresponds to 78% saving.

We already had carbon mitigation happening with our 2 carbon neutral Buses which help save 88t CO₂e per year.

In Total in one year we will eliminate 1.8% of our fleet emissions.



1 car
100% Electric
Noise Free
0 Emission in Use
Range: 300 km
Max Speed: 140 km/h
Brand: Renault
Charging time: 1h40



2 Buses are Carbon Neutral
Classic Vehicle
We calculate every year since 2010 the CO₂e emissions of each bus and compensate financially in a Windmill project in Turkey, Gold Standard in the portfolio of myclimate.

1st LED LIGHT RETROFIT WITH LED LIGHT

We manage our head office consumption with caution for energy and waste management.

We have a dedicated **energy manager** for FARNEK Assets working under the Director of Consultancy and in conjunction with the maintenance team and implementing the ISO 50001 methodology. His target is to reduce the energy consumption of the office by 5% every year.

Unique

We replace LED lights with LED lights!

Why?

our current LED lights reach end of life since we purchased them in 2009
However lighting correspond to only 2% of our energy loa

The change:

- brightness,
- 42% savings in electricity consumed by lights,
- saving 1.8t CO2e in one year.

Installation Date:

15th June 2017

FARNEK

FARNEK OFFICE LED LIGHT RETROFIT!

We are changing **150 old LED light bulbs to new LED lights.**
June 15 Thurs. 4PM to June 16 Friday 4PM

WHY?

To continue our ongoing commitment to Sustainability, to deliver a **42% saving** on our existing consumption and to provide you with a better lighting environment!

2016 WASTE ACHIEVEMENTS

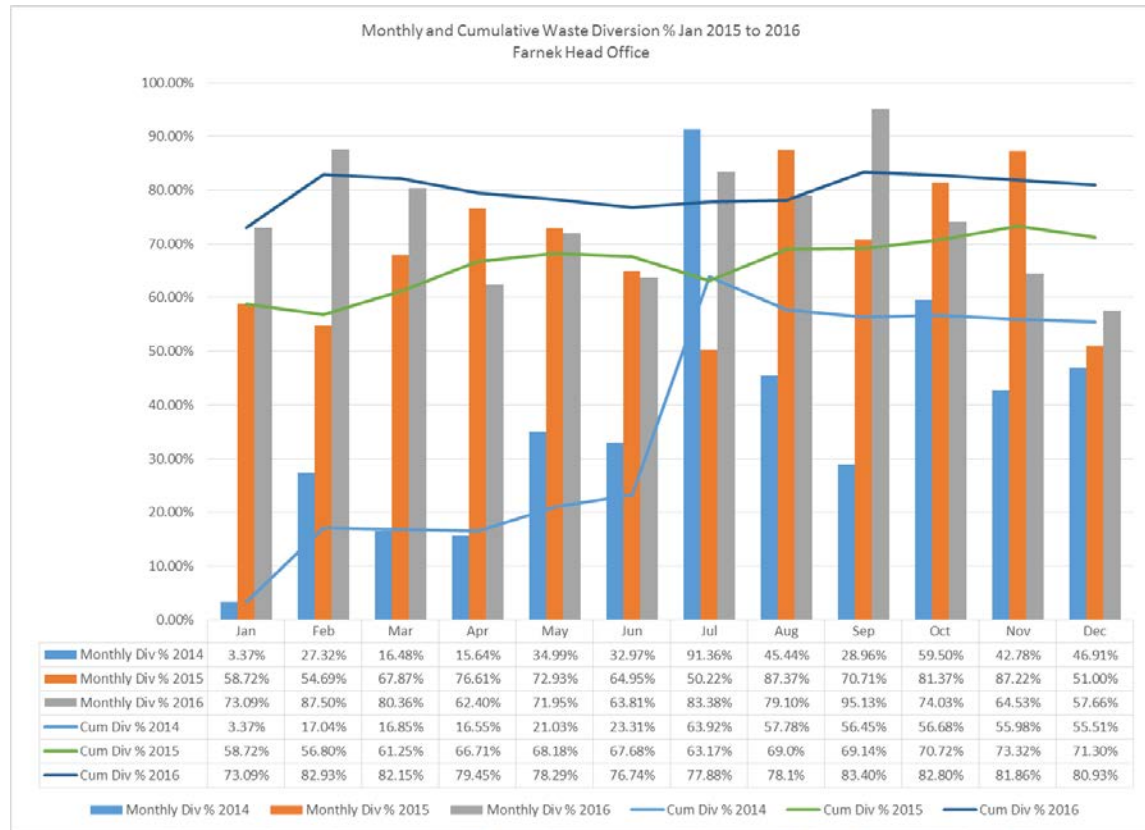
At the start of 2014 the waste diversion rate for the company was effectively zero.

Over the course of the last 3 years the waste diversion rate has risen steadily to a waste diversion rate of 80.93% for 2016.

In 2016 the recycling campaign in the head office achieved the following results:

- A waste diversion rate of 80.93%
- 182 kg/employee of recyclables collected
- 24 tonnes of waste sent for recycling
- 10.5 tonnes of CO2 emissions saved through diversion from landfill

The main focus for 2017 is to maintain the diversion rates being achieved in head office and to focus on the waste diversion rates being achieved in the staff accommodation which was 8.45% in 2016.



OUR BINLESS OFFICE

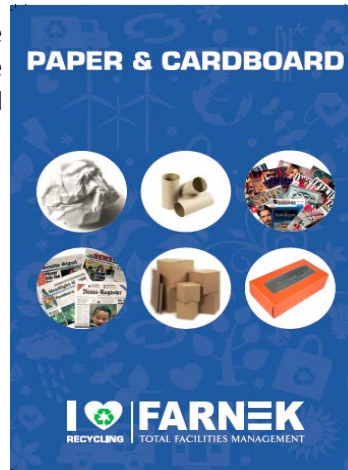
To encourage segregation and reduce the consumption of plastic bags, FARNEK has implemented a binless office approach to its waste management at its Head Office. All bins under the desk were removed forcing employees to use the recycling bins which are located in convenient locations throughout the office. The following colour coded recycling bins are provided;

- Blue Paper and Cardboard
- Green Plastics and cans
- Black General Waste

This approach also encourages a more sustainable office culture and provides a daily reminder to employees that they are responsible for the waste they generate and the environmental benefits of recycling.

When implementing this strategy it was important to factor in the following issues:

- Bin type
- Location of bin stations, equidistance from all desks
- Branding, signage & labelling
- Employee awareness & engagement





Segregation is one of the most important factors required to ensure a successful waste management program. The types of hazardous and non regular waste that is generated by FARNEK operations include:

- Empty chemical containers
- Aerosols
- Empty and partially full paint tins
- Batteries
- eWaste
- Lightbulbs
- Refrigerant cylinders
- Textiles
- Scrap metals
- Hard plastics

Storage locations for specific waste streams have been designated at FARNEK head office.

Wherever possible a recycling option is sourced for these hard to handle waste streams. If not available the waste is disposed of in accordance with Dubai Municipality's permitting requirements.



All employees receive training on the segregation of waste and waste recycling practices. Awareness sessions are held for new employees every month and refresher sessions are held annually.

A calendar of events is planned at the start of each year to ensure employees remain engaged and the issue of waste management is continually highlighted.

Events include:

- Waste to art competitions
- Recycle from home events
- Clean up desk days
- Waste focused competitions and quizzes
- Textile donation campaigns
- Participation in EEG can collection campaign and Clean Up UAE event



Currently FARNEK manages to recycle 80% of its waste in its head offices. However we identified that we still generate a large amount of food waste.

For UN Environmental Day on 05th June 2017 (which happened to be at the beginning of Ramadan this year), we launched an awareness initiative at FARNEK Head office with more than 90 attendees including management.

Our objective was to entice our employees to reduce their food waste (especially during Ramadan at home) and consider using the composting machines at work.

We invested in a Mini Food Composter for our pantry room. Its capacity is 2 kgs food waste per 4 hour cycle and therefore we estimate that we reduce our food waste production by 1,920 kg in a year.

Our next step is to weigh the food waste to assess our % vs total food waste being composted and install the same machine in our office in Abu Dhabi.



Food Waste dehydrator
Capacity : 2.5-5kg
Compost can be used for
- plants
- or pet food supplement

CLIENT SITES: BESPOKE SYSTEMS & TRAINING

FARNEK'S waste management practices and innovative approach is of great interest from our clients and customers.

We assess a clients site and present clients with options for bespoke recycling systems.

On one client site our recommendation to place recycling bins on each floor of the residential buildings as well as the unique concept of distributing branded recycling bags to tenants to encourage them to segregate was followed by the client.

We are involved in monitoring the implementation of these systems for the client and providing bespoke training programs to tenants to ensure its success.

In one site only, we trained 100 employees on waste recycling and 50 tenants in 6 months. We also suggest new options like the textile donations.



FARNEK INITIATIVE TO RECYCLE DONATED TEXTILES & CLOTHES

For a greener and sustainable world, we need to reduce the environmental and financial footprint. By recycling and donating, we can reduce the waste and the energy intensive production of new materials, while also supporting the livelihoods of people in need. This is a win-win situation for everyone.

It also means that the clothes we wear can be recycled, reused or repurposed, reducing the need for new materials and the environmental impact of production.

In support of the UAE's Year of Giving, announced by His Highness Sheikh Khalifa bin Zayed Al Nahyan, FARNEK would like to offer you the opportunity to participate in this worthy initiative.

FACTS ABOUT RECYCLING TEXTILES AND OTHER GARMENTS



About 100% of textiles and clothing can be recycled.

Textile recycling reduces the need for landfill space. Clothing and other textiles are the most common waste in landfills, and they can take up to 150 years to decompose.

Textile recycling reduces environmental pollution. Textile production and disposal are major sources of pollution, including water and air pollution. Recycling reduces the need for new materials and the energy intensive production of new materials.

Textile recycling reduces environmental pollution. Textile production and disposal are major sources of pollution, including water and air pollution. Recycling reduces the need for new materials and the energy intensive production of new materials.



The worst environmental impact of manufacturing clothing is the average for each of the 10,000 tonnes of clothing that are produced each year. The average for each of the 10,000 tonnes of clothing that are produced each year is 100%.

If the average shelf life of a piece of clothing was extended by just three months, it would reduce the amount of textile waste, water as well as waste generated in a single year by 10%.

The production of cotton requires a lot of water and pesticides. In fact, 20% of all pesticides used each year go into cotton farming. It may be hard to believe, but the production of just one cotton t-shirt requires the use of a pound of pesticides.

IF YOU WOULD LIKE MORE INFORMATION ABOUT THIS INITIATIVE, PLEASE CONTACT YOUR FARNEK SITE SUPERVISOR.





Duke is aiming for zero food waste to landfill by 2030

Food waste and bioresidue has become somewhat difficult to find the target ability, a time when British food industry has been in hundreds of years. The region's waste is following suit - the industry that itself used to be a major source of waste is increasingly responsible market and addressing it a sharp rise in consumer interest about exactly what happens to waste food after supper.

Across Dubai, 10% of the food prepared is wasted every day, about 1,000 during Ramadan, and 25% of food goes to charity for the needy, it is noted.

The average waste sent to landfill in a hotel in the UAE, with a view of 1,200 tonnes per annum, with half that generated by food. It's enough to fill an average size landfill every three days, considering up to 40% of food on the daily lunch buffet is wasted, 80% goes on for the members add up.

When the members per guest are considered, the average UAE hotel guest responsible for 8,500g of waste per night.

“When the numbers per guest are calculated, the average UK hotel guest is responsible for 8.56kg of waste per night. To put that in context the European average stands at 1.2kg and on a global scale, anything over 2kg per guest per night is considered high”

To put that in context, the European average stands at 12.6%, and on a global scale, anything over 2% per year (on a night is considered high).

In the U.S., it's only the tip of the iceberg. During the July 2010 month, the mean per child, per guest cost increase by as much as 60% compared to other months, with the obviously contributed by an

Internal home. This costs the average Israeli the US\$100 to US\$140,000 in waste management every year, with around half of the cost borne by food which is a high-polluted sector by products or parts, kitchen waste and plastic waste, but good recycling practices can reduce losses on FoodEx by up to 25% and increase plants.

The map to the right presents costs of solid waste with its points with which is demanded from businesses for which is

of 2003 revealed that as little as 47% of respondents considered it important to stay in a certified green hotel, with a further 77% of the respondents considering green certification to be an "intrinsically important factor in their choice of hotel." The survey also revealed that 60% of respondents with "very educated" backgrounds considered it important to stay in a green hotel, while 50% of those with "less educated" backgrounds considered it important to stay in a green hotel.

Part of The Story of Using the data on water and sediment contamination in the United States' second federal inventory of freshwater for human consumption every year and in 100 U.S. rivers was to test or extend the application of a few or many indicators. This costs much more than the cost of collecting the data and the time and effort to analyze the data and the time and effort to develop new indicators. But the high monetary aspects must be weighed against the benefits to society. This was just the start of the environmental audit. Food waste generates huge amounts of CO₂ and other gases that contribute to global warming. Food waste was causing 1/3 of the world's third largest emitter, U.S. air

ABOUT THE AUTHOR
Walter Chubb is the CEO of Kenexa. Contact: info@kenexa.com



With more than 10 events in which FARNEK has been carrying the green flag to spread the message to act for sustainability as it makes business senses and supports 'our planet to be greater again' while it motivates employees to work for a higher purpose to be better responsible citizens while doing business.

From Speakers, Moderators, columnists, focus group leaders, FARNEK always bring a topic as a practical trend setter with simple and efficient methods, motivating and innovative solutions.

Sustainability is not only the future it is a future-proofing the business and communities.. Practices can be embraced today from all stakeholders from employee to owner of business,

This year, we were invited by the organizers of AHIC event to present to hotel owners and investors the importance of energy management for hotels and strategies to reduce the impact.



For Earth Hour 2017,
13 Properties
saved 19.13t CO2e

We gathered more than
150 people around the
event (technicians,
Management, Office
tenants, Residential
owners, Owners'
Associations, children ...)



| ENERGY & CARBON EMISSION DATA - 2017 | | | | |
|--------------------------------------|--------------------|-------------|-------------------------|--------------------------------------|
| SI No | Property | Type | ELECTRICITY SAVED (kWH) | Total CARBON EMISSION REDUCTION (KG) |
| 1 | U-Bora Towers | Commercial | 633.36 | 316.68 |
| 2 | Global Lake View | Residential | 4416.00 | 2208.00 |
| 3 | Liberty House-DIFC | Residential | 9144.00 | 4572.00 |
| 4 | I RISE TOWER | Residential | 144.00 | 72.00 |
| 5 | Al Falah Community | Commercial | 31.50 | 15.75 |
| 6 | UAB Tower | Commercial | 1000.00 | 500.00 |
| 7 | La Riviera Tower | Residential | 5280.00 | 2640.00 |
| 8 | Zeenah Building | Residential | 672.00 | 336.00 |
| 9 | Buiness point | Commercial | 1296.00 | 648.00 |
| 10 | Serco Al Nahda | Residential | 4992.00 | 2496.00 |
| 11 | Serco Mamzar | Residential | 3024.00 | 1512.00 |
| 12 | Central Park | Mixed Use | 6688.00 | 3344.00 |
| 13 | Farnek HO - Camp | Residential | 944.00 | 472.00 |
| TOTAL | | | 38264.86 | 19132.43 |



Following our vision to be sustainability and technology driven and our mission being to provide a comfortable living to the occupants of our buildings, with the objective to create a new dynamic to engage with our employees, we decided to sponsor a turtle through EWS-WWF Marine Conservation program. Their scientists team observes the GPS installed on the carapace of the turtles to identify their route and create the safest natural reserves for the turtles



FARNEK THE TURTLE




Scan the code to follow me.

EWS-WWF in association with Environment Protection and Development Authority is looking to develop some protected areas on the coast and I have now 2 GPS tags that will help them to identify my route so that along with other turtles in the program, we find safe places on our route and can enjoy our journey in the Gulf.

Hello, I am your new colleague. I am FARNEK the Turtle. I am a Green Turtle. I am a Female and I measure 85.3cm in carapace length.

Gulf Green Turtles species is unfortunately endangered due to the waste pollution reaching the sea and the increase in maritime traffic, we are in danger.

You, my dear colleagues, as sponsors of the program, are enabling the scientists to make the research and ensure I have a safe home.

I know how much FARNEK is driven by sustainability, technology and comfort of the living place and I am proud to have embarked on a scientific journey with you all!

You know what... sometime in 2017, I will migrate to lay eggs ... wish me and my offspring good luck!

Warm regards,



COMPETITION : YOUR MISSION OF THE DAY

SNAP A PICTURE OF THIS BOTTLE & TURTLE WITH YOUR TEAM


Is it by Thursday 08th June and post from

\\FARNEK-01\\farnet-data\\PUBLIC\\FARNEK Turtle with the name of your department! Let's see who would be the most CREATIVE!

Pictures will be shared on TV's and social media.






FARNEK.COM | TECHNOLOGY & SUSTAINABILITY DRIVEN FM COMPANY




World Environment Day

#WorldEnvironmentDay

I'm With Nature





5.

SMART INNOVATIONS`

WE MAKE FM **SMARTER**



INTEGRATED
CAFM



MOBILE CAFM



REMOTE
MONITORING



IoT SENSORS



VEHICLE TRACKING
& PLANNING



SMART WATCH
TECHNOLOGY



HI-TECH
TRAINING CENTRE



ENERGY
MANAGEMENT



MOBILE
TRAINING APP



MOBILE INCIDENT
REPORTING



iAUDITING
MOBILE HSEQ

WE MAKE FM **SMARTER**

TECHNOLOGY & SUSTAINABILITY DRIVEN FM COMPANY

FARNEK SMART WATCH FM INNOVATION

Innovation and technology play a vital role in helping the company to become more efficient in its operations. Farnek's investment in its bespoke technology - Smart Watch, has been particularly successful in achieving this aim by providing transparency and cost effective solutions, through the provision of this initiative across our **4,000+** workforce.

Here we are leveraging Big Data by performing real time data analysis, interpreting and harnessing critical information to give the business insight into further efficiencies, making FM smarter by reducing unproductive service delivery methodologies not only to the FM team but more importantly to our clients.

For example, it has reduced data entry by **70%**, reduced health and safety emergency response times to **less than 3 minutes**, cut incident reporting time from **60 to 10 minutes** and reduced administration efforts by **80%**.

WE MAKE FM SMARTER



FARNEK

WE MAKE FM SMARTER |
TECHNOLOGY DRIVEN FM COMPANY

INTEGRATED CAFM | MOBILE CAFM | REMOTE MONITORING | IoT SENSORS |
VEHICLE TRACKING & PLANNING | SMART WATCH TECHNOLOGY | HI-TECH
TRAINING CENTRE | ENERGY MANAGEMENT | MOBILE TRAINING APP | MOBILE
INCIDENT REPORTING | AUDITING | MOBILE HSEQ



TOTAL FACILITIES
MANAGEMENT



SUSTAINABILITY
MANAGEMENT



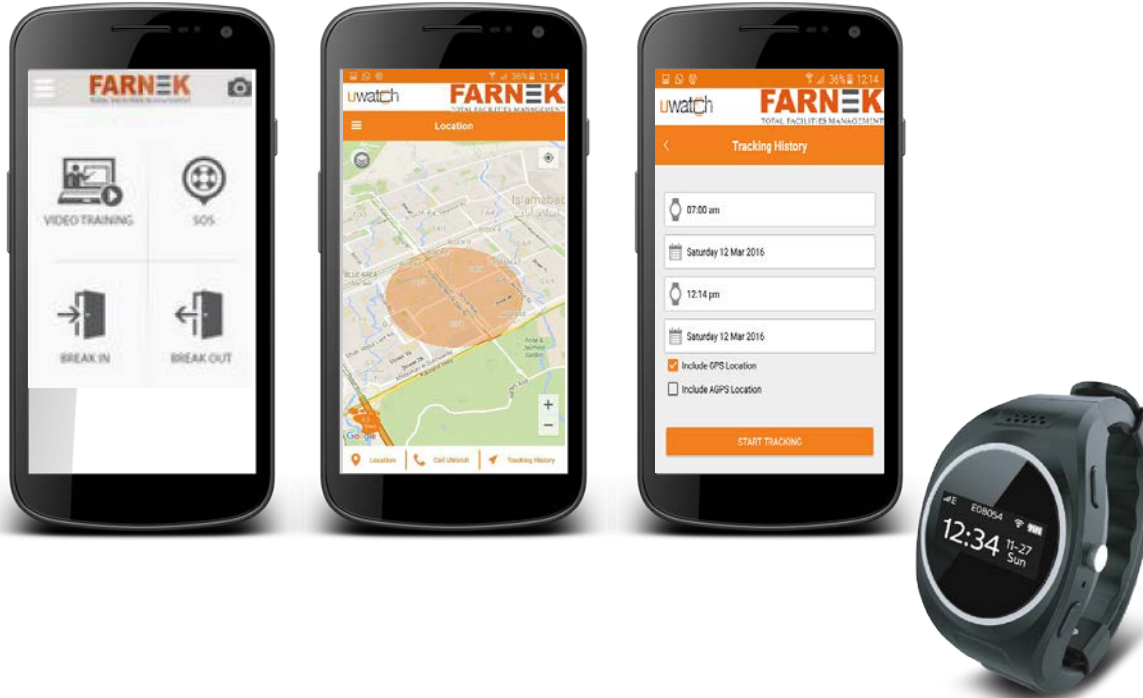
HOME
MAINTENANCE



myclimate
Design your future

FARNEK.COM

Smart Watch



Benefits to Client:

- Real-time staff location and movement
- Historical Tracking;
- Automated Check- ins & Check-outs;
- Shift Rotas upload against Contracts;
- Supervisor Alerts for late or non-arrivals;
- Time Attendance Report for Payroll
- Client dashboard available
**separate costs to be considered.*

Smart Monitoring Solutions

Features

- 7" inches touch screen
- RFID Employee card reader
- GPRS/EDGE/3G Connectivity
- Wi-Fi Connectivity
- Battery Backup
- Environment Sensing
- Visitor Count Sensing
- Water Resistant

Functionality

- Sweeper Management
- Inventory Log
- Visitor Feedback
- On-Screen Clock
- NFC Employee Attendance
- Employee Efficiency Management
- Admin & User dashboard

Employee Management

- Maintenance Timeout;
- Employee Attendance;
- Employee SLA (Entry Exit);
- During Service Timeout;
- NFC Cards for all employees;
- Employee Check-in Check-out;
- Inventory usage against employees.





iAuditor
by SafetyCulture

Powerful tool to performs regular audits.

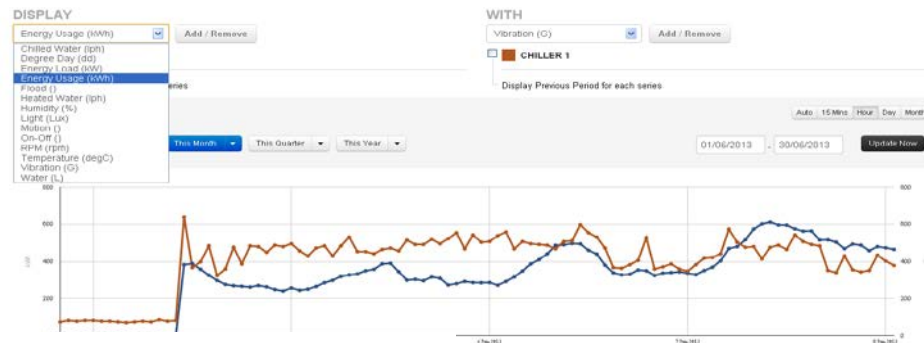
- Web based Audit module
- Real Time Assessment
- Paperless Audit
- Online Client Satisfaction
- Online Report sharing
- Time Saving



Innovation – Remote Monitoring System



- IoT Devices with Cloud Service
- Monitor sensor based assets across buildings 24 x 7 – Temperature, Humidity, Vibration, Flood, Voltage, BTU Meter, Energy meter
**separate costs to be considered.*



Alerts

18 new. Showing 18 of 18 unacked alerts from last month.

| Emill COE | Emill Head Office | Torch Tower |
|---|--|--|
| Emill INDUSTRIAL LOW RISE 300 m2 LatLong: 25.1779, 55.2704 | Emill INDUSTRIAL LOW RISE 9440 m2 LatLong: 25.1796, 55.2710 | Kingfield Group RESIDENTIAL TOWER 111632 m2 LatLong: 25.0000, 55.1475 |

Active

| RANK | STATE | ALERT | SENSOR / SUBSYSTEM | ENDING | HOW | CONTACTOR | SITE | RESPONDED | SUPPRESSED |
|--------|---------------|---------|--------------------|---------------------------------|-------------------|-----------------|-------------------|-----------|------------|
| 21 May | 31 May, 14:20 | ALERT | Alert: 31.25 C | Internal Conditions Temperature | 25.06 | Emill | Emill Head Office | OK | |
| 24 May | 24 May, 02:00 | ALERT | Info: 39.61 % | Chiller 3 Siquid Signal | 47.05082252941176 | Kingfield Group | Torch Tower | OK | |
| 22 May | 22 May, 19:28 | WARNING | Warning: 2.10 kW | AC Ben Energy Load | 3.0 | Emill | Emill Head Office | OK | |





6.

SOCIAL CARE

Caring for our employees means
Comfort, well-being and entertainment



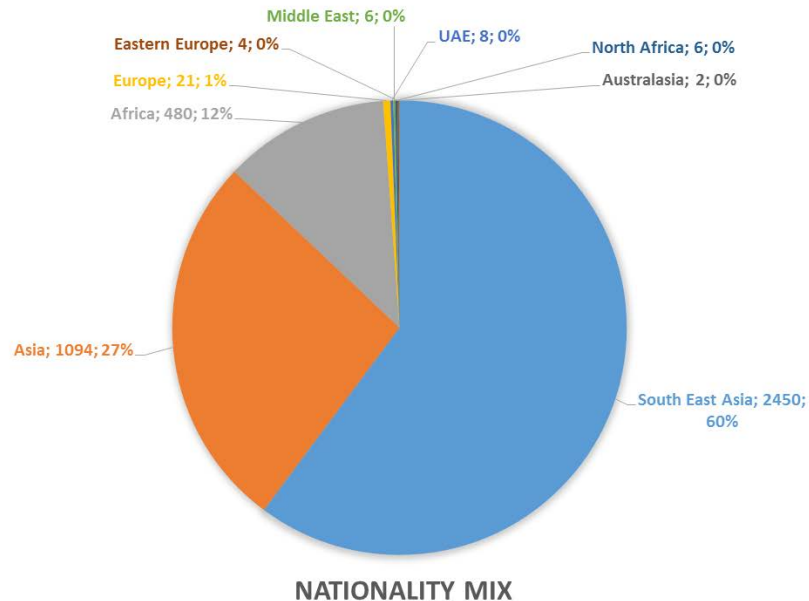
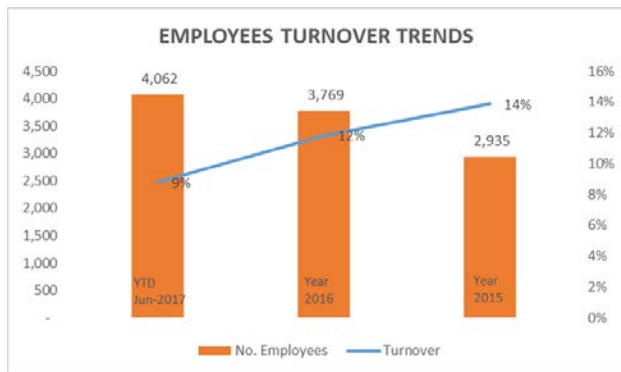
FARNEK Employees has now reach more than 4,000 employees in Q1 2017.

Asia is clearly our major sources of manpower with 87% of our total employees, with our most representation nationality being India (32%), followed by Nepal (21%), Pakistan (17%) and Bangladesh (7%), Philippines (6%) and Sri-Lanka (3.8%).

Africa is our second origin continent. The 3rd nationality in the mix is Uganda (9%) followed by Cameroon (1.7%).

FARNEK is proud to have 8 Emiratis employees engaged in our head office activities

The Number of employees grew by 28% in 2016 vs 2015 and 8% YTD 2017 vs 2016 which is a 38% increase in one year and a half. Our turnover ratio has reduced from 13.87% in 2015 to 8.8% in 2017.



Employing blue collar staff puts on us a great responsibility as we know that one person employed feeds more than one headcount especially as all of them come from developed countries.

Our objective is to ensure a great cohesion between employees from our 36 nationalities and all religions.

It is critical to build a strong trust supported by a structured training and monitoring between the company and the employees who are often offsite and have to deliver the work away from supervisors. **Empowerment, respect, communication** and **recognition** are the foundation of our labor policy.

Our major risk in the jobs lies around

- Work at Height, Working in confined space
- Work around electricity & motored engines
- Driving risks (a driver has the responsibility of his life, his passengers and other drivers and passengers)
- Working with chemicals, transporting heavy materials

For special moments or sites, we also need to focus on

- Heat Stress Level
- Working while Fasting
- Ladies safety (working hours and allocation of jobs)



Our Human Rights responsibility chart as Staff Accommodation landlord and employer.



As employer and landlord of our 95% of our workforce, FARNEK as an important responsibility for maintaining our 11 staff accommodation centers with an annual occupancy of 94%. The objective being to ensure all human rights (hygiene, sleep ...) are present, together with security and safety for all our employees (avoiding fights and exterior visits). All our camps are audited by Dubai Municipality with success.

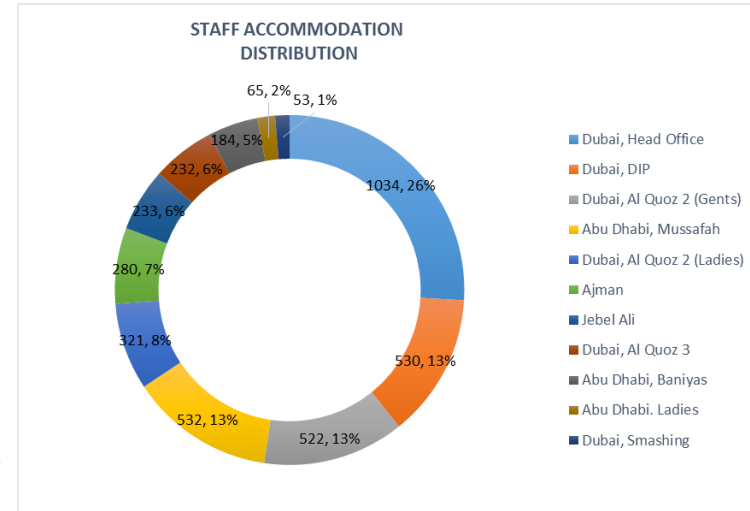
Indeed reducing the time of transport from accommodation to work place is key to ensure employees efficiency and maximum rest.

All our staff accommodations centers have a camp boss or supervisor for the smaller sites, a security officer and have a FM contract with FARNEK for daily maintenance and cleaning or with the owner for the smallest sites. We currently have 35 employees dedicated to the maintenance of our staff accommodation only.

All camps are equipped with cooking facilities and dining room, laundry machines, first aid room. 5 of them have gym room however this is an area of focus and we are organizing outdoor fitness activities especially for our security guards who need to remain fit to pass their yearly exam.

Life away from the families are not every day simple. Wifi connections are available for 80% of the employees who are allowed to communicate with their families after working hours.

100% of our camps have grocery shopping center onsite or maximum 5-minutes walk and similarly for the ATM and Money Exchange center, Medical Center and Pharmacy which enables more comfort to transfer salaries home (for this last one, except for our camp in Ajman for which we are actively looking for alternatives).





Currently 30% of our employees reside in staff accommodation owned by FARNEK. Our objective is to reach 100% in December 2018 to control the quality of the accommodation. For this purpose we have started the construction project for a camp of 5,000 employees capacity in Dubai Investment Park, to plan for the expansion of the city around Expo 2020 and Al Makhtoum Airport.

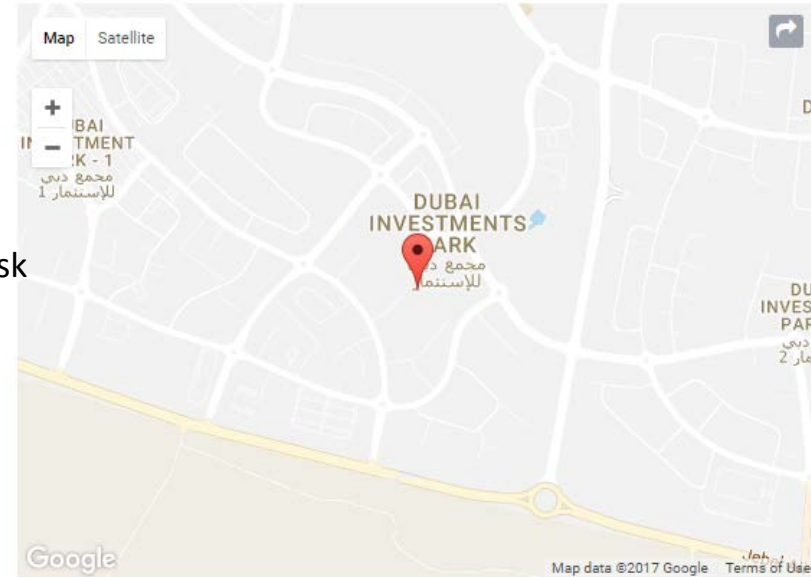
We are investing 150 million dirhams (\$40.84 million) in a new staff accommodation facility in Dubai Investments Park. Arif & Bintoak will design the 100,000 square foot facility, which will house 8,000 employees and cost 100 million dirhams (\$27.23 million) to build.

One of our major risk

The plot for the project has been acquired at a cost of 50 million dirhams (\$13.61 million) with ground breaking scheduled for next summer and delivery scheduled for December 2018.

The new facility will incorporate smart features to reduce the volume of waste going to landfill, recycle grey water for irrigation and optimise the building's energy performance, the statement added.

LOCATION





Ladies only represent 10% of the total employees at FARNEK with close to 400 persons between Dubai and Abu Dhabi. This is mainly due to the nature of the work in Facilities Management. Their roles are mainly in Cleaning but also in Security, the ones in maintenance are in the head office. 30% of the head of departments are ladies (Commercial, Consultancy, IT, Home Cleaning).

The largest community is Uganda (34%) followed by Nepalese (28%) and Bangladesh (14%) and 12% Philippines.

At FARNEK, we want to give extra care to the ladies and are in process of developing a dedicated program for them. Ladies bring an important balance in any company but even more in FM which is so much male dominant. Their sense of quality and human touch is key for a role that is as the service of the comfort of the occupants.

We ensure that they are included in all activities like Sport tournament (Bowling has always been a great success) and organize a Ladies Dhow Cruise evening in September last year.

On International Women' day, to pay tribute to the strength and we created a video interviewing a Lady Security Guard, an employee in the head office and the Head of IT

In June-2017 we distributed Iftar in the Staff Accommodation.

We could not get back the Dubai Mums who offered make up and hair style and clothes donation on St Valentine Day 2016, as the new regulation in place for donation is not providing clarity whether such activities need to be registered. This initiative was highly appreciated and we are struggling to get such an initiative to happen again.



Ramadan is an important period in the year for our Muslim colleagues but also as moment of togetherness.

Employing blue collar people, we are in the spotlight of our social responsibility at this period of the year, as many companies and individuals are looking at supporting the least favored people in the society.

What we do:

- Our staff accommodation centers are not eligible for the Registration of our camp with SmartLife for Dubai Chamber of Commerce 'Adopt a Camp' as we have cooking facilities.
- Our Workers are entitled to attend the Iftar organized by the Islamic Affairs in the tents at the proximity of the staff accommodation.
- Once during the month of Ramadan, FARNEK organizes for all our employees an Iftar distribution in each of the camps where food is provided irrespective of the religion with the following menu: dates, chicken byriani , fruits, water, labneh. It is distributed by volunteers from head office including management, as a respect and giving back to the community of workers.
- Donations are accepted from employees who want to contribute
- Working hours are arranged as per the UAE law with 2 hours less of work per day.
- We are also vigilant about any health issues related to fasting and created awareness through tool-box talks.



Ladies Camp Iftar
June 2017



Head Office Iftar
June 2017

In line with the SDG Goal no. 3 for GOOD HEALTH AND WELL-BEING, we are looking various areas where, we, as employer can improve the health and well-being of our employees. Our Climate protection race is also in line with this as we believe that it is our responsibility today to secure the future of our children's health tomorrow.

In 2015 and 2016, we invested in biogas plants of 20 year life span for 4 farms belonging of our employees in Nepal with the objective to reduce the risk of carbon dioxide breathing from indoor cooking with gas and wood and walking hours for collection. The natural biogas generated from the cows and buffalos dung is safe.

Health for workers: In parallel, we have reinforced our **health insurance coverage** in 2017 for all workers; we have planned for clinics to get installed in our staff accommodation. We identified that kidney stones was one of the common health issue faced by our workers and developed a prevention campaign (see flyer on next page). Our objective for Q3 2017 is to organize a General Check Up through Smartlife **Smart Medic** program to create awareness and detect any risk of critical illness for our employees while giving them the framework to be treated if required. Since 2017, a **certified gym instructor** conducts public fitness sessions in the camps every week.

With new types of contracts where our employees work outdoor, we have been faced with a major risk of **heat stress and dehydration**. For such sites, we distribute bananas, energy bars and hydrolytes and water.

Employees with disabling disease occurring during the course of their service with our company is being re-attributed new roles suiting better their physical possibilities and working hours can be arranged. We had 2 important cases in 2016. We also support / cover employees whose family member has a severe disease.

In 2016 we donated our used uniforms to a recycling company (ZAITEX) who contributed AED 400,000 to an association creating awareness on Thalassemia, affecting children in the native areas of our workers. ZAITEX no more being allowed to operate in Dubai since May-17, we are working on alternative plans.



FARNEK.COM | TECHNOLOGY & SUSTAINABILITY DRIVEN FM COMPANY

4 of our workers in Nepal were offered a biogas plant
With the purpose to reduce the inhalation of carbon dioxide while saving 10 tons of CO₂e.

When men are working in Dubai, ladies are often responsible for physical works men would otherwise do. Having a biogas plant also reduces the painful job of collecting the wood and LPG miles away from the farm and reduced the risk of running out of wood in winter.



FARNEK.COM | TECHNOLOGY & SUSTAINABILITY DRIVEN FM COMPANY

At present the workers holding visa under Farnek Services are covered. The remaining visa holders under Dreshak Maintenance, Farnek Services (Branch) and others are getting activated simultaneously, the Insurance services are working on it. You will be notified as when the additions are completed. Till the activation is complete, the workers (apart from Farnek Services visa holders) can visit the **Anaya Medical Centre** for any medical treatment located in **Farnek Head Office Building**.

PLEASE COORDINATE WITH YOUR CAMP BOSSES AND SUPERVISORS ON THE SAME.

For queries please feel free to contact us on Call & Whatsapp: +971563882233,
Email - hr.services@farnek.com



KIDNEY STONE PREVENTION

Kidney stones can form when substances in the urine—such as calcium, oxalate, and phosphorus—become highly concentrated. Diet is one of several factors that can promote or inhibit kidney stone formation. Follow these tips to help further prevent kidney stones. A lifestyle change might be in order!



1

DRINK PLENTY OF WATER

If you have a family history of kidney stones, it is recommended to pass about 3 liters of urine a day.



2

EXERCISE

You're more prone to kidney stones if you're bedridden or very sedentary for a long period of time, partly because limited activity can cause your bones to release more calcium. Exercise will also help you to resolve high blood pressure, a condition that doubles your risk for kidney stones. Even low amounts of exercise may be beneficial to reducing your risk.

EAT



Green Tea



Coffee



Water with Lemon



Yogurt / Milk



Banana



Papaya



Melon



Broccoli



Bok Choy & Red Pepper

AVOID



Salty and sugary food



Cold cuts and other processed meats



Grapefruit juice



Spinach
Swiss chard



Rhubarb



Potatoes
& yams



Beets



Tofu &
Soya food

HIGH - OXALATE FOOD



Nuts & Beans



Wheat Bran



Buckwheat



Black tea



Raspberry



Dark chocolate

A friendly reminder brought to you by **FARNEK**, because we **CARE...**

H&G
HITCHES & GLITCHES

FARNEK
TOTAL FACILITIES MANAGEMENT



Integral part of
Management
System

Health and Safety
Procedures and
standards

Site Safety
Manuals are
maintained

Stringent
monitoring
mechanism

Risk reduction
strategies at site, to
minimize potential
impacts

Periodic on-the-
job training
imparted

ISO 9001, 14001,
18001, 50001

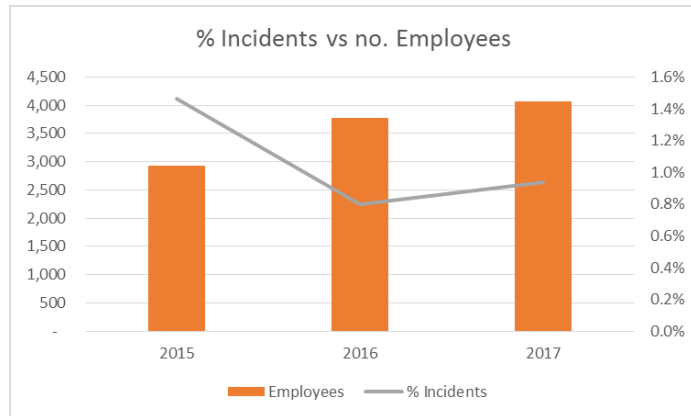
SFG 20, BICSc,
SLA / KPI's



FARNEK takes seriously Health and Safety and has a target of 0 incident per year. In 2015, our number of incidents dropped by 30% from 43 to 30 and increase to 38 in 2016 however it is shows a slight increase in % incidents vs number of employees.

In one year we only had 4 lost time injuries. Out of the 10 car incidents, none of them were caused by a FARNEK driver.

In some sites, like Burj Khalifa, we achieved 1-Million safe manhours without lost time injury.



With 230 vehicles on the road daily, with 230 drivers transporting around 4,000 employees with an average of

One of our competitor had a serious car accident in May-17 due to a tyre bursting with a large number of unfortunate and sad fatalities, which has been a large shock for the industry.

We immediately re-audited our fleet management process which reconfirmed that

- all tyres are purchased directly from the suppliers (and therefore not on the secondary market of used tyres)
- that all our cars are sold and replaced after 120,000 km
- That all our tyres are sent back to the suppliers at the end of their life and not sold to the second market.

We also did a refresher for our drivers

- on controlling the vehicle in case of stress situation
- Control of the tyres and escalation matrix in case of non conformity
- H&S audits

KEEP YOUR TYRES SAFE


FARNEK
TYRE INCIDENT MANAGEMENT

Tyres suffer the most during specially summer, wearing out at a higher rate when exposed to the extremely hot tarmac.

Tyres that are improperly maintained, worn or damaged and wrongly inflated can be dangerous. Worn tyres are a danger since traction on the road is depleted which may cause longer braking time and skidding, especially on wet surfaces. They can diminish effective steering and cornering at high speeds.

DID YOU KNOW?

Tyres expire 4 years after the date of manufacture and this date is stamped on the side of the tyre? It is very easy to find out what the expiration date is on a tyre, if you check on the side of it, you will have a digit number stamped on it, this number indicates the week and the year it was manufactured, the expiration date will be 4 years later. If we use expired tyres these are likely to burst and result in a very serious






TOP 10 TYRE SAFETY TIPS

1. Check tyre pressures and adjust at least once a month
2. Inspect tyres regularly for abnormal wear or damage
3. Rotate tyres every (Approx. 10000 KM) or as per manufacturer's manual
4. Maintain tyres in proper balance
5. Maintain steering and suspension in proper alignment
6. Never overload a tyre
7. Avoid overheating tyres
8. Replace tyres when required
9. Install tyres in matched pairs or complete sets
10. Select the right tyres for your vehicle and driving environment

CHECK THE TYRE INFLAMMATION

During summer tyre pressure should be checked every week and the pressure should be kept at an optimum level as over- or under-inflated tyres could lead to uneven wear.

The right pressure level varies for different car makes, and motorists can refer to user manuals of their cars to know the right pressure.

| Under Inflation | Over Inflation | Proper Inflation |
|---|---|---|
|  |  |  |
| Excessive Shoulder Wear | Excessive Inner Wear | Best Tread Wear |

TRAINING ... A LOT

We trained around 80,000 hours in 2016 ... and the trend is only going upwards. Our Cleaning teams follows theoretical and practical training on BICS on which we included Waste Recycling, HSE training happens monthly, more than 5,000 hours of training for leadership and management happened for the white collar employees.

We are proud to support the continuous professional development of our ground staff with the launch of our new in-house English classes and we delivered more than





7. WE LOVE CELEBRATING

‘CRIME BUSTER’

Raju Shivayapalli is a cleaner working at Dubai Airport terminal 2, working within the public and back of house areas of the terminal. Raju is trained to BICSc standards and is responsible for undertaking his duties within this training and against tasks allocated to him by the Supervisor.

He bravely stopped the theft of a charity box containing over AED 10,000 which had been positioned in the arrivals hall. Raju intercepted the thief in the car park and started to ask him some questions in a loud voice to prevent him from running away, he was able to get the attention of the officers in a nearby police patrol car. When the police officers approached them, Raju immediately informed them that the individual had stolen the charity box.

By taking the initiative to stop the thief without knowing the risk and consequences that he might face, he was recognized by Dubai Airport management for a tremendous act of bravery by a dedicated employee. He was also acknowledged to be a hardworking, very reliable staff member working for Farnek at Dubai Airport and this has been seen to be a reflection of the approach and quality of Farnek staff overall. Raju received a plaque - ACE Customer Excellence Award in Sept 2016.

After the incident, all the staff were briefed and advised of action to be taken if the situation arose again. Raju's braveness and the initiative have been truly admirable, he has earned more respect from his colleagues and has received numerous appreciation certificates. As an individual, Raju has become more confident and continues to be a dedicated and hardworking member of the Farnek team. Raju was nominated at the FM Awards 2017.



Raju Shivayapalli with Dorothy Stein, Director of FM, Dubai Airport at the FM Awards 2017



SUPPORTING TALENTS

FARNEK welcomed SmartIdol, the talent audition show for blue collars Organised by [SmartLife](#), an NGO licensed by the Community Development Authority, to auditions in our Staff Accommodation, Out of 1,500 blue collar auditioned in Dubai, 8 FARNEK Colleagues went to semi-final and 3 in final (1 Singer and 2 dancers) while the 2 dancers were selected in Final.

Mr. PANKAJ SINGH, Nepalese office boy at FARNEK in U-Bora Tower emerged as the WINNER in Dance category after 2 amazing performances supported by 50 of his colleagues who attended the Finals.

FARNEK



REWARDING THE BEST

We take great pride in rewarding regularly our employees for their outstanding contribution in meeting our standards and serving our values.

42 employees received our Employee of the month awards, associated with financial rewards.

15 Employees involved in the head office or supervisory roles received Employee of the Year Awards in 2016.

9 Workers received the 'Employee of the Year Award' in 2016

FARNEK







RAMADAN KAREEM

You are all invited to

if tane

June 15, 2017
Thursday

in all Farnek Camps



ANNUAL STAFF PARTY

Recognizing the efforts of our workers and employees throughout the year Our Annual staff party now cover more than 4,000 employees in 4 emirates and are a series of entertainment

- the CEO speech,
- awards for the best employees,
- raffle draws with high value prizes
- Quizz
- Employees Show
- Entertainment
- DJ Music



**YOU ARE INVITED TO THE ANNUAL
FARNEK STAFF PARTY!**

YAHOO!

**AT THE ADDRESS DUBAI MALL
JANUARY 26, 2017 - 7:00 P.M.**

**DRESS CODE:
SEMI-FORMAL OR DRESS UP AS YOUR
FAVORITE SUPERHERO!!**

FARNEK H&G
TOTAL FACILITIES MANAGEMENT HITCHES & CLIT

ANNUAL STAFF PARTY

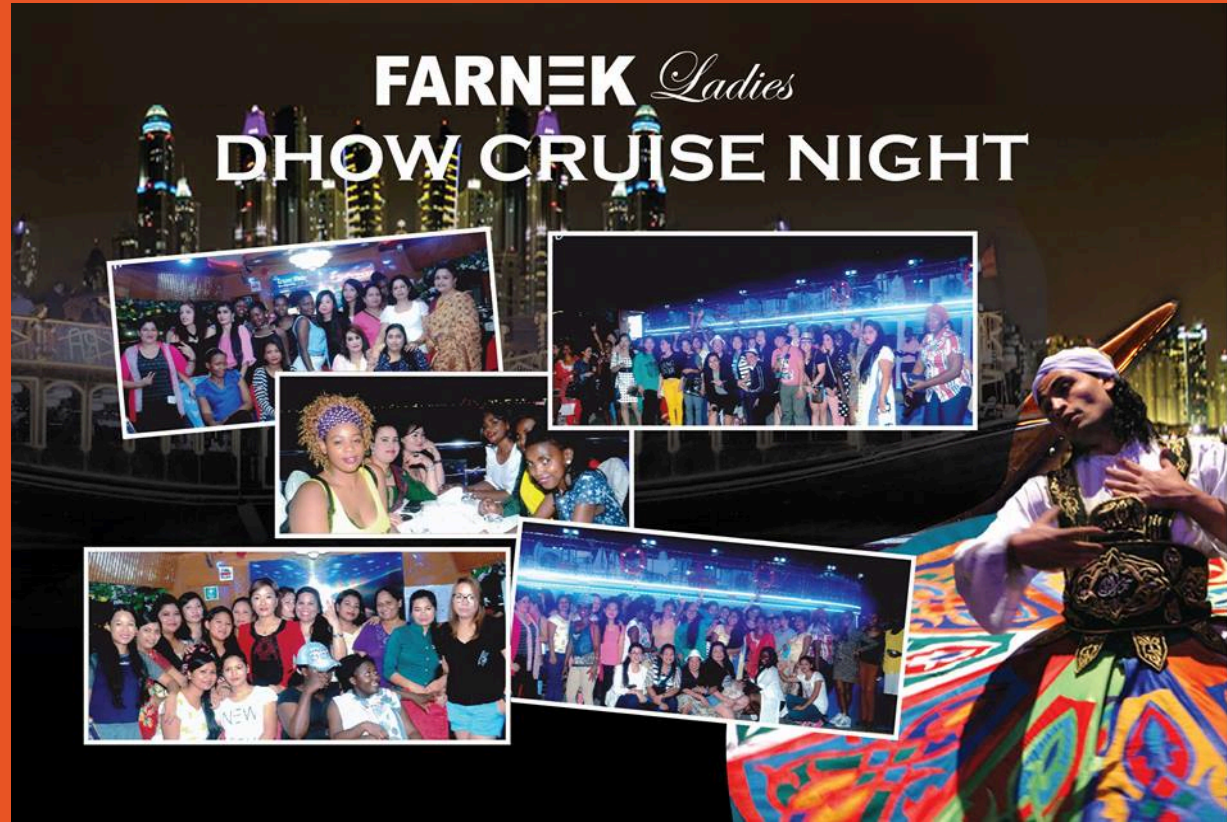
| DATE | Location | Invitees |
|------------------|---------------|--|
| 09-December 2016 | - Ajman | - All Residents of Ajman Accommodation |
| 13-December 2016 | - Abu Dhabi | - All AUH Staff |
| 15-December 2016 | - Head Office | - All Residents of HO, Ladies Maintenance, Security & Smashing Accommodation |
| 12-January 2017 | - DIP | - All Residents of DIP & Jebel Ali Accommodation |



TREATING OUR LADIES OUT

Our Ladies deserved a Night Out and we partied on a Dhow Cruise with close to 100 colleagues from blue Collars to Management. A true moment of bonding and diversity!

September 2016



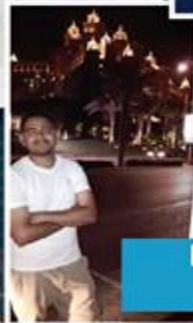
Grand Winners'

TRIP to ATLANTIS Experience

THE PALM, DUBAI



Abuzar Ahmed
(Abu Dhabi)



Mohammad Saddam
(Dubai)



7.

SPORT SPIRIT

SPORTS

In the name of Spirit, Team work and Camaraderie, Farnek Happiness Society (formerly the Welfare Committee) organized a tournament with 9 sports disciplines for both ladies and gents, the largest edition of the Farnek Sportsfest Ever, engaging teams from different sites and individuals.



FARNEK

H&G FARNEK
HITCHES & GLITCHES TOTAL FACILITIES MANAGEMENT

FARNEK Sportsfest 16

OPEN FOR ALL FARNEK EMPLOYEES
15th NOV. TO 15th DEC. 2016



WOMENS:

| | |
|--------------|----------------|
| BASKETBALL | 5+4 |
| BOWLING | Single |
| BADMINTON | Single/Doubles |
| TABLE TENNIS | Single/Doubles |

MENS:

Team sports

| | |
|------------|------|
| BASKETBALL | 5+4 |
| CRICKET | 11+4 |
| FOOTBALL | 6+3 |
| TUG OF WAR | 9+3 |

Single/Doubles sports

| | |
|--------------|----------------|
| CHESS | Single |
| CARROMS | Single/Doubles |
| BADMINTON | Single/Doubles |
| TABLE TENNIS | Single/Doubles |

FOR REGISTRATION

TEAM SPORTS:

- Division Administrator

SINGLE/DOUBLES SPORTS:

- Camp Boss:
- Bhumi: 050 4512509
- Mohan: 056 174 7325
- Baber: 056 4012823
- Floricel: Floricel.Repatacodo@farnek.com

FOR QUERIES

- Uzair: 050 453 6755



FARNEK



SUPPORTED BY:
مجلس دبي الرياضي
DUBAI SPORTS COUNCIL



CONGRATULATIONS! FARNEK FOOTBALL TEAM

| MATCH | SCORE | RESULT |
|------------------------------------|-------|--------|
| Farnek vs. Linscan FC | 3 - 1 | WON |
| Farnek vs. Medicare United | 6 - 2 | WON |
| Farnek vs. Emirates Fligh Catering | 1 - 4 | LOSS |

QUALIFIED FOR THE **QUARTER-FINALS** VS. ORACLE



MAY 19 AT 3:20PM



FITNESS FIRST MEADOWS, DUBAI



8.

WE LOVE WINNING



WE WON 3 FM AWARDS

WINNER - TECHNOLOGY IMPLEMENTATION OF THE YEAR

2ND PLACE - OVERALL FM COMPANY OF THE YEAR

2ND PLACE - SUSTAINABILITY INITIATIVE OF THE YEAR

WE WON 2 AWARDS



2017 MENA Green Building
AWARDS



Cofely Besix and Farnek (CBFA) jv in conjunction with Emaar have been announced as winners at the recent MENA Green Building Awards 2017, winning Operational & Sustainability Practices and Green FM Organisation Of The Year for the implementation of sustainable initiatives at The Dubai Mall. Congratulations to all involved!

On 5th October 2016, FARNEK was honored to receive recognition for our people development and engagement programs from the prestigious Employer Branding Institute.

Sandrine Le Biavant, our Director of Consultancy and Uzair Bhamji are pictured collecting our award for the Best Employer Brand 2016. [#employerbrandingawards](#)





CONTACT US



DUBAI

P.O. Box: 5423 Dubai, UAE
Farnek Building, Floor 3, Al Quoz, Dubai
Tel: +971 (04) 3824400

ABU DHABI

P.O. Box: 62291 Abu Dhabi, UAE
Mussafah 9, Commercial Area Plot CIGI
Sheikha Fatima Bldg, M-3 behind Al Najah Private School
Tel: +971 (02) 5595517



info@farnek.com



www.farnek.com

FARNEK

FARNEK.COM  TECHNOLOGY & SUSTAINABILITY DRIVEN FM COMPANY