



**AI BARAKAH HOLDING  
ANNUAL SUSTAINABILITY REPORT  
2019**

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## Who Are We?

Founded in 2006, Al Barakah Holding has been established initially upon the realization that building world-class projects requires constant Innovation and development. Coupled with the commitment towards enhancing the economic growth of the United Arab Emirates, the company has achieved phenomenal Success and growth by offering key solutions in multiple sectors, upholding long-term values for all of its integrated subsidiaries.

We aim to pursue the vision of our forefathers by offering our commitment, dedication, expertise and experience in building the infrastructure And the overall progress of the UAE, whilst also working towards the government of Abu Dhabi's 2030 Vision for the nation.

The company has now established itself with a diverse portfolio of projects including high profile and pioneering residential cities, industrial housing, entertainment, medical services, and security services amongst many others.



### Our Philosophy

Our Philosophy is to promote excellence.

### Our Aspiration

Our Aspiration is to set new standards in everything we do.

### Our Mission

Our mission is to invest and develop business through a state-of-the-art establishments, diverse range of services, and team of expertise

## What We Do. Our Companies



## Community Development

### ICCC

Paralleling the UAE's steep economic and infrastructural growth require the development of high-standard residential projects and thriving neighborhoods, in accordance to the nation's vision for 2030.

We have partnered with globally renowned agencies from variant range of industries that enables us develop key projects such as Al Qana, Workers Village, Al Raha Village, and many other landmarks.

International Construction Contracting Company (ICCC) is a multi-disciplinary firm providing diversified set of solutions in the field of construction with a commitment to fulfill the superior expectations of our clients.

One of ICCC's iconic project is the upcoming tourism hub, "Al Qana", which is one of the most important entertainment projects in Abu Dhabi, located on the waterfront and is considered one of its magnificent scenery, once completed the project will be a great memorable gathering destination for friends and family.



## Facility Management

### MAYAR FM

Our high operational and service standards advocated in all of our projects are built on three pillars: Reliability, Efficiency and Safety.

We established a leading facilities management company “Mayar Facilities Management” that operate on large scale residential and commercial properties where day to day maintenance is required around the clock.

Meeting the demands of our clients requires a fully trained workforce and the most advanced equipment at our disposal to respond to issues as and when they arise.

“Mayar Facilities Management” has built its reputation by providing strategic and operational management solutions for a broad range of clients including commercial and residential based staff accommodations, corporate and residential buildings and villas.

#### Key Facts and Figures:



Residential Facilities,  
Four (4) Staff Residential cities with over 200 property Buildings.



Residents / Guests,  
Over 600 companies/clients with more than 65000 staff/Guest.



Commercial Facilities,  
Two (2) shopping centers plus various shops and outlets.



Personnel,  
More than 6000 Employees.



Man-Hours,  
Over 10 million Man-hour Each year.



## MAYAR FM Portfolio

Mayar is specialized in building sustainable communities for the people who work hard in building infrastructures and maintaining them.

Our portfolio includes various staff accommodation communities as well as commercial and residential compounds.



### Workers Village:

Managed by Mayar, "Workers Village" is composed of 43 multiple floor buildings created and processed in accordance with the highest international standards and governmental to host work-force of different categories.

Located at Mussafah Industrial Area in Abu Dhabi, the project is one of most important workers' residential cities that features integrated modern facilities offering services that provide its residents an ideal standard of living.

The total capacity of Workers Village is 25,000 people from various companies, professional categories, ethnicities & religions.



**AL Raha Village:**

Another residential city for workers is managed by our company, “Al Raha Village” is located in Al Mafraq Industrial Area in Abu Dhabi hosting all the necessary facilities and amenities across 49 multiple floor buildings. Our company provides a full-fledge service to host up to 41,000 residents.



**Hirmas Village – AL Saadiyat**

“Himras Village - Al Saadiyat” is one of the high-quality innovate housing facility established for the labors working on various projects in Saadiyat Island in Abu Dhabi. This village was established in partnership with Tourism Development & Investment company (TDIC) based their vision to provide quality living with total capacity 20,000 people across 56 buildings.



## Hirmas Village - DIC

“ Situated in Dubai Industrial City (DIC), South-West of Dubai Emirate, Hirmas Village is yet another community that enables workers to spend their time in a modern community offering various facilities.

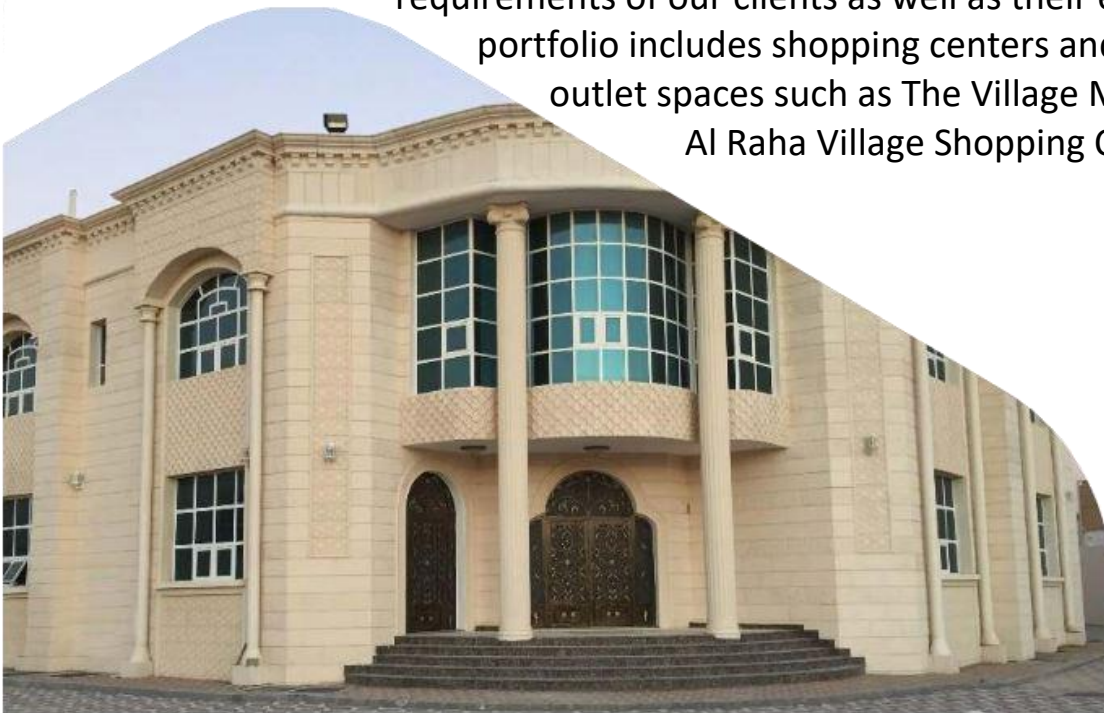
The village is composed of 26 buildings with capacity of 18,000 residents.

The community has a relaxing environment providing staff with an excellent work-life balance.



## Residential & Commercial Properties

Residential and Commercial properties as well as entertainment facilities are essential elements in a modern life of any community resident. Our company understands the requirements of our clients as well as their employees. Thus, our portfolio includes shopping centers and independent retail outlet spaces such as The Village Mall (Mussaffah) and Al Raha Village Shopping Center (Al Mafraq).



## Hospitality

### Tamween

Al Barakah Holding Company offers hospitality and catering services through “Tamween“, a company specialized in industrial catering for masses.

Tamween is characterized by experience in the preparation of various international dishes and delicious meals for large numbers of workers using fresh ingredients from local farms.

We believe in constantly challenging established practices and doing things in a way that is both ethical and sustainable, but also in keeping with food and cultural trends.

Tamween Hospitality Company provides catering to thousands of workers on a daily basis, as well as to offices as an outsourced caterer.

The Tamween facility has 4 different central kitchens serving a variety of cuisines for over 100,000 of 80 nationalities.

## Healthcare

### Lifecare

Providing easily accessible healthcare to everyone was the key reason for establishing our “Lifecare” Hospitals: a healthcare facility from Al Barakah Holding, offering complete healthcare services to workers, employees and residents of the neighborhood.

The medical crew in “Lifecare” hospitals includes a large team of doctors who hold the highest international academic degrees and professional experience, with a highly trained nursing crew, and this team oversees medical operations management and delivery of health care to patients using the latest medical equipment.

“Lifecare” is a large capacity hospital with branches in Mussafah and Al Mafraq districts. The hospitals house the latest medical equipment and technologies to attend to a wide range of medication and illnesses.

## Security

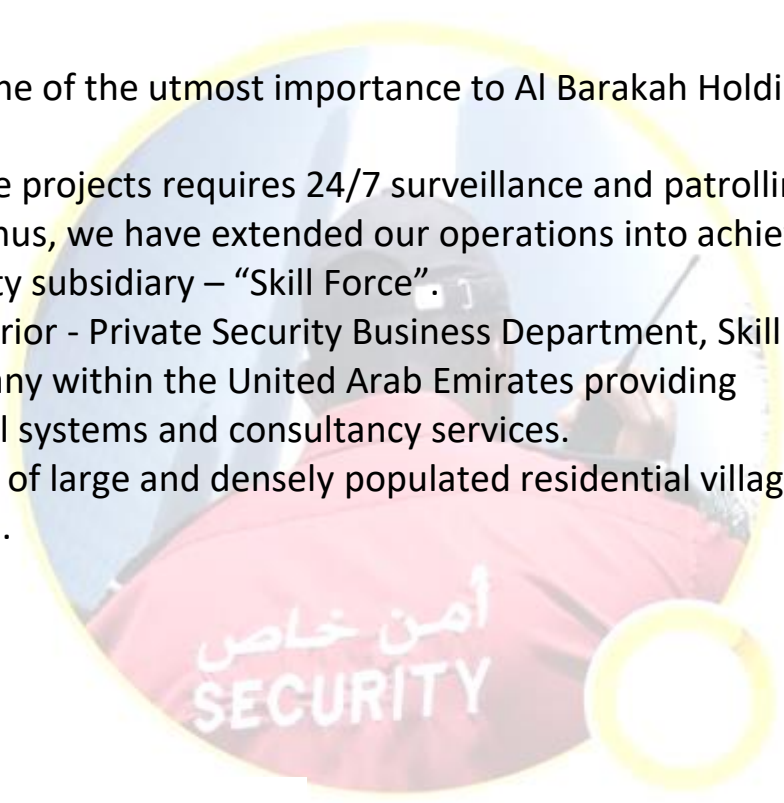
### Tamween

The safety and security industry is one of the utmost importance to Al Barakah Holding's investment portfolio.

Managing and monitoring large scale projects requires 24/7 surveillance and patrolling personnel to achieve the security. Thus, we have extended our operations into achieving this directly through our own security subsidiary – “Skill Force”.

Fully licensed by the Ministry of Interior - Private Security Business Department, Skill Force is a pioneering security company within the United Arab Emirates providing surveillance solutions, access control systems and consultancy services.

Specialised in managing the security of large and densely populated residential villages is company's competitive advantage.



## Interior Design

### D Vision

Developing high quality projects for heavy duty usage is a task that requires a broader understanding of the user in mind which Al Barakah Holding illustrates in all of its deliverables through its subsidiary “D Vision Interiors Decoration”.

Al Barakah Holding has established an Abu Dhabi based interior design company, D Vision. Specialised in interior contracting, fit-outs and furnishing of commercial and industrial premises, including offices, retail outlets, hotels, hospitals, and private residences within the UAE.



## General Services

### Joud

In a commitment to increase efficiency and maximize output, we aim to pursue simplifying all labor related transactions including: Work Visas and Labor Cards through our “Joud General Services” Company in cooperation with the UAE Ministry of Human Resources & Emiratization and their Tasheel service.

“Joud for General Services” established as a subsidiary of Al Barakah Holding in accordance with a vision for supporting workers and their ability to integrate into the local working environment as hassle free as possible.

“Joud Online Services” works to facilitate the follow-up version through online services to reduce time and costs when applying for work visas and for the other necessary government documents.

### Arval

Al Barakah Holding’s laundry and cleaning subsidiary “Arval”, specialises in largescale cleaning and pressing services for all types of clothing and work apparel.

We offer our clients fast turnaround times and exceptional service that addresses the requirements of our diverse corporate clients.

## About Sustainability and This Report.

AL Barakah Holding is proud to present its first annual Sustainability Report.

Our sustainability approach is driven by our core values which is striving to promote the life of our stakeholders and developing our community through innovation and excellence, thriving to deliver socially and environmentally responsible practice, and it's guided by the United Nations Global Compact's ten principles and consider aspects of Sustainable Development Goals (SDGs).

This report integrates our sustainability performance and includes the economic, social and environmental impacts of our business, and it complies with regulations of the UAE. This report follows the GRI standards reporting model and we are proud of being pioneers in sustainability reporting as well as GRI standards sustainability reporting in our business model in the gulf area.



Letter From Our CEO.



ANNUAL SUSTAINABILITY REPORT 2019  
LETTER FROM THE VICE CHAIRMAN

We firmly believe that Sustainability is essential to the long-term growth of our business, as we bring people the best services that our companies provide in the market.

Sustainability and respect for human rights are fundamental to our way of operating. They guide the way we do business and are essential to our planet and communities everywhere.

Operating across the UAE with deep local connections and relationships gives us an advantage toward making positive impacts and creating shared opportunity.

Now, more than ever, stakeholders expect more of us. They want us to help find solutions and to make a measurable and meaningful difference in the world. Our sustainability efforts have always been strengthened by open dialogue with many stakeholders – our own employees, consumers, parents, customers, bottling partners, suppliers, governments, NGOs and shareowners. These diverse perspectives will continue to help shape our actions and how we implement initiatives around the world as we move forward on our journey.

Because our Residents are at the heart of our business, everything we do starts with our passion for providing the best way of living for them. Achieving growth requires giving people more excellence.

Beyond facilities development and management, we are making investments in developing communities, commercial leasing, hospitality, healthcare, security, engineering and construction, and general services that serve people's diverse needs.

We are also driving our business with the goal of people's comfort and minimum environmental impacts - details within this report- alongside progress on social and environmental awareness for stakeholder.

We take the many challenges facing our business and our world seriously. The key areas we strive to lead in the years to come cover supporting the local community, women's economic empowerment, and to create a world without waste.

**Fouad Mashal**  
Vice Chairman / Managing Partner  
Abu Dhabi, United Arab Emirates  
March 2020

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## Our Core Values and Strategic Goals.

### Strategic Goals;

1. Innovative Solutions
2. Automation / Paperless
3. No Gaps Audit Compliance
4. Client Happiness
5. Staff Motivation
6. Lead to Excellence



**Core Values;**

1. Innovation (Creative Success)
2. Pro-Active (Take Charge and Initiate)
3. Family (Circle of Trust and Unity)
4. Equality (Equal Opportunity / No Discrimination)
5. Passion (Love to Work)
6. Loyalty (Growth is for All)
7. Appreciation (Proud of Sustainable Success)

## CORE VALUES



## Governance



### Our Leadership

Al Barakah Holding Board provides leadership to all subsidiaries, and is responsible for strategic objectives, corporate governance, and stewardship of companies' assets and resources.

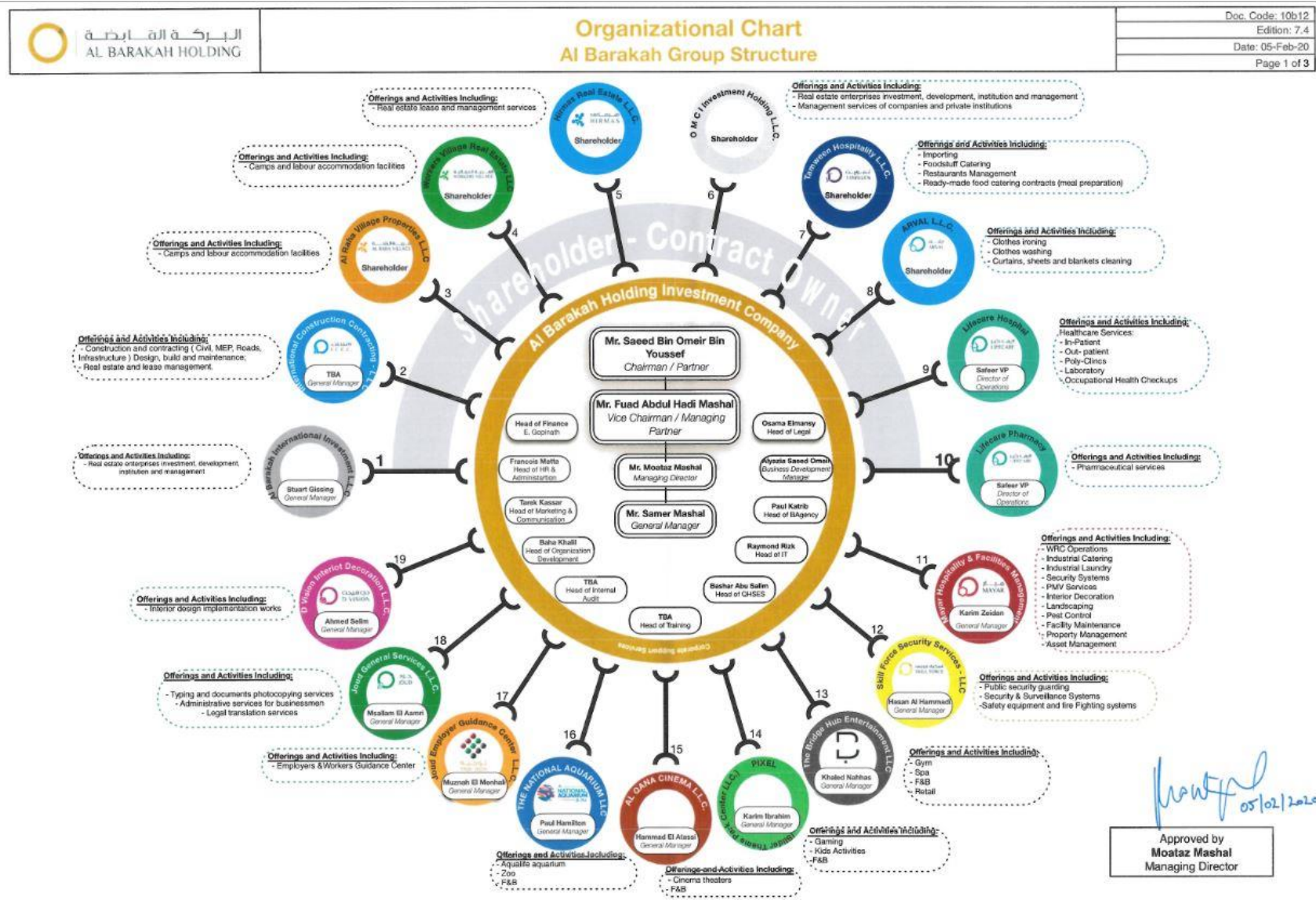
The leadership prepares senior executives as well as corporate officers to deal successfully with the challenges of growth and change while fostering a healthy, growing company.

### Governance

In order to achieve our ambitions for long term, sustainable shareholder value, Al Barakah Holding has developed a rigid and well-structured governance framework over the years that supports the board and it aims of promoting a viable and competitive business. All of this is built and maintained by a carefully curated corporate culture, set of values and behaviors which Al Barakah Holding upholds, both at the top and Throughout the entire organization.



Organization Chart



*Mostaf Mashal*  
05/02/2020

Approved by  
**Mostaf Mashal**  
Managing Director

## Our Stakeholders.

Our commitment to understanding the needs and interests of our stakeholders is central to the continued success of our business.

We maintain our relationships with our internal and external stakeholders to understand their expectations and create shared value for both Al Barakah and all our stakeholders.

## Our Stakeholders Mapping.

S N	Stakeholder	Segment	Description (count, top 5 etc.)	Data Source	Stakeholder Interest/Needs	Stakeholder Expectations	Our Interest	Current Type of Engagement
1	Shareholders	NA		Interview meeting	highly profitable business, offer good returns, protection of investment keep well informed of business activities	control over the board, to be able to oust members who do not perform as expected	NA	Face-To-Face Walk in Emails
2	Employees	Blue Collar	3673	Organization Climate Survey	comfortable working conditions Transparency	Company services (Catering, Accommodation and laundry)	Productivity	Face-To-Face Group Activities Suggestion Boxes
		White Collar	1274	Organization Climate Survey	Competency, training and career development Effective communication	Satisfaction, involvement and Participation Motivation and empowerment	Improve efficiency Identify area of improvements Establish a positive and corporate image	Face-To-Face Emails Group Activities Surveys Suggestion Boxes
		Management	55	Organization Climate Survey	Effective communication	Motivation and empowerment	1. Improve efficiency 2. Identify area of improvements 3. Establish a positive and corporate image	Face-To-Face Emails Group Activities Surveys Suggestion Boxes
3	Customers	Client	Company's Representatives	<ul style="list-style-type: none"> <li>▪ Feedback survey</li> <li>▪ Focus group</li> </ul>	<ul style="list-style-type: none"> <li>▪ Zones Corp approval</li> <li>▪ On-time contract sign offs</li> <li>▪ On-time staff check-</li> </ul>	<ul style="list-style-type: none"> <li>▪ Employee welfare</li> <li>▪ Lifestyle standards</li> </ul>	1- Regular and timely Payments	Face-To-Face Call Center E-mails Webpage

S N	Stakeholder	Segment	Description (count, top 5 etc.)	Data Source	Stakeholder Interest/Needs	Stakeholder Expectations	Our Interest	Current Type of Engagement
					<ul style="list-style-type: none"> <li>in</li> <li>Fully furnished rooms</li> <li>Cooking facilities</li> <li>Recreation facilities /services</li> </ul>	<ul style="list-style-type: none"> <li>Less complaints</li> <li>Security controls</li> <li>Minimal restrictions</li> <li>Food menu</li> <li>Food quality</li> </ul>		Walk in Help desk Suggestion Boxes
		Residents	Our Client Employees who resides in our villages		Ensure Health and Safety Good and Hygienic meals Clean Residents	welfare Lifestyle standards Less complaints Security controls Minimal restrictions Food menu	Our Residents satisfaction	Face-To-Face Call Center Walk in Help desk Suggestion Boxes
		Tenants	<ul style="list-style-type: none"> <li>(residential &amp; Commercial units)</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li>24/7 maintenance</li> <li>Contract "Tawtheeq"</li> <li>Document support</li> <li>Document support</li> <li>24/7 maintenance</li> <li>Marketing support (location image)</li> </ul>	<ul style="list-style-type: none"> <li>Fair rent</li> <li>Service level</li> <li>Fair rent</li> <li>Business empathy</li> </ul>	1- Regular and timely Payments 2- Following the village protocols	Face-To-Face E-mail Walk in Help desk Suggestion box Surveys
		Business	<ul style="list-style-type: none"> <li>(FM services, corporate services, medical services)</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li>Defined per contract</li> <li>Fulfillment of requirements</li> </ul>	<ul style="list-style-type: none"> <li>SLA fulfillment</li> </ul>	1- Regular and timely Payments	Call Center E-mails Walk in Surveys
3 A	Future Customer	<i>Who you think will be your future customer</i>	Female Hospital Hotel Retail	<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li>Accommodation</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>		
4 A	Suppliers	Raw Materials	Catering (F&B) Laundry (chemical)		1- Regular and timely payments 2- Respect their time schedule	1- Fixable paper work	1- Price 2- Reliability and stability 3- Quality and meeting the specification	E-mails Meetings
		Supplies	Equipment Spare parts		1- Regular and timely payments 2- Respect their time schedule	1-flexible paper work 2- Set clear and achievable goals	1- Price 2- Reliability and stability 3- Quality and	E-mails Meetings

S N	Stakeholder	Segment	Description (count, top 5 etc.)	Data Source	Stakeholder Interest/Needs	Stakeholder Expectations	Our Interest	Current Type of Engagement
							meeting the specification	
		Services	Sub-contractor Consultant Audit		1- Regular and timely payments 2- Respect their time schedule	1-flexible paper work 2- Set clear and achievable goals	1- Price 2- Reliability and stability 3- Quality and meeting the specification	E-mails Meetings
4 B	Future Supplier	<i>Who you think will be your future supplier</i>						
5	Government Entities				1- Ensuring compliance. 2- Achieving Operational excellence/rewards	1- Facilitating and licensing 2- Build good relationship for business growth. 3- Being nominated for excellence rewards.	Reputation Compliance	E-mails Meetings
6	Society / Community		•	•	<ul style="list-style-type: none"> <li>Environment Friendly operations</li> <li>Safe operation</li> <li>Emergency preparedness</li> </ul>	Community service initiatives Community welfare initiatives	Brand awareness Good publicity	Media Contact us page CSR initiatives
7	Employee Family				Health insurance Job security	Work life balance	Loyalty Productivity	CSR initiatives
8	Competitor				Benchmark	Benchmark Business opportunity	Benchmark Business opportunity CSR participation	Government (ZC) workshops Exhibitions

## Our Management Approach.

We regard sustainability as an essential element of our activities. It is an investment in society as well as in our own future. That's why we firmly believe that anchoring sustainability as part of our business strategy will lead to economic, environmental and social progress.

AL Barakah overall approach to sustainability is guided by the UN Global Compact, to which the company has been a signatory in 2019.

In addition, our Code of Conduct guides the behavior of all employees in relation to their colleagues, local communities and the environment.

At an operational level, we have a suite of procedures and policies that are published in line with national regulatory and international standards.

All of these taken together influence our approach to the provision of high quality jobs, secure and safe employment, employee wellbeing and access to professional development.

They also influence the way that we communicate and consult with our clients, communities, government bodies and suppliers in our areas of operation and the systems we have in place to monitor and improve environmental performance.

The following table explains our approach to achieve maximum environmental and socioeconomic sustainability starting 2019

CSR Plan						
Sn.	The organization approach	Topic Specific Disclosure	Statue	Needs/Expectations targeted	Direct Involvement for stakeholders	Our Approach to materiality
1	UN Global Compact	Association membership	Voluntary	Assurance, Credibility	Employees, shareholders	1. Credibility for our Practice 2. Recognition
2	Safety in the Heat	External Initiative	Mandatory	Compliance, Assurance, Credibility	All	1. Compliance 2. Awareness 3. Recognition
3	Increase the percentage of the local senior management	Proportion of senior management hired from the local community	Voluntary	Local Community and Economy support	Government, Community	1- Community Support 2- Building a network for future investments 3- Vetting the candidates is easy



CSR Plan

Sn.	The organization approach	Topic Specific Disclosure	Statue	Needs/Expectations targeted	Direct Involvement for stakeholders	Our Approach to materiality
4	Increase the Percentage of products from local suppliers	Proportion of spending on local suppliers	Voluntary	Local Suppliers Support	Suppliers (raw material, supplies), the community	1- More flexibility 2- More control 3- Reduce Supply chain cost 4- More revenue 5- Positive community impact 6- Positive environmental impact
5	Increase the percentage of the Supplies from a recycled materials source (Mattresses, Packaging, disposables)	Recycled input materials used	Voluntary	Cost Reduction, support the recycling industry, Environmental friendly practice	All	1- Cost reduction 2- Local and international recognition 3- Save natural resources 4- Reduce Carbon Emissions
6	Increase the percentage of recyclables	waste by type and disposal method	Mandatory	Cost reduction, Increase profit, environment friendly practice	Shareholders, Government, Society	1- Increase profit 2- Cost Reduction 3- Compliance with regulations
7	Increase the percentage of waste treatment					
8	Increase the percentage of environment friendly suppliers	New suppliers that were screened using environmental criteria	Voluntary	Environment friendly practice, Sustainable business	All	1- Improve the business sustainability by reducing the environmental impact 2- Less reliability on natural resources means better handling for the markets price change



## CSR Plan

Sn.	The organization approach	Topic Specific Disclosure	Statue	Needs/Expectations targeted	Direct Involvement for stakeholders	Our Approach to materiality
9	Decrease the percentage of employee turnover by introducing new benefit to fulltime employees (Life Insurance, health care, disability and invalidity coverage, parental leave, retirement provision, stock ownership, others)	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Voluntary	Cost Reduction, More benefits	Shareholders, Employees	1- Save Money spent on recruiting, and developing new employees 2- Increase the Employees Moral 3- Develop More Skilled Employees
10	Form Employer and Employee committee	Workers representation in formal joint management – worker health and safety committees	Voluntary	better communication Levels, Safer work Environment, Insure compliance with regulations	Government, Shareholders, Employees	1- A better attitude toward solving workplace health and safety issues 2- Stronger working relationships between workers and management across multiple departments 3- When workers on the committee participate in the process of recognizing, assessing and controlling workplace hazards, their coworkers are more likely to adopt new concepts and procedures; 4- and Promoting open lines of communication amongst all levels of employees because everyone is concerned about their own health and safety.

CSR Plan

Sn.	The organization approach	Topic Specific Disclosure	Statue	Needs/Expectations targeted	Direct Involvement for stakeholders	Our Approach to materiality
11	Women Empowerment celebration	Diversity of governance bodies and employees- Ratio of basic salary and remuneration of women to men	Voluntary			1- Men and women have different viewpoints, ideas, and market insights, which enables better problem solving, ultimately leading to superior performance 2- A gender-diverse workforce allows the company to serve an increasingly diverse customer base which leads to economic growth 3- A gender diverse workforce helps attract and retain talented women which gives more productivity 4- and it also enhances the organization reputation and promote it as a gender equality and diversity supportive
12	Increase the percentage of women in the governance body and employees and provide them with equal women to men opportunities.					
13	Developing and implementing a human rights policy	security personnel trained in human rights policies and procedures- Employee training on human rights policy and procedure - significant investments agreements and	voluntary	Ethical work environment, compliance	All	1- Enhance the organization reputation 2- insure that all stakeholders complying to the international law
14	Develop and implement a training and program on how to implement the policy					
15	Train a percentage of security personnel					



CSR Plan

Sn.	The organization approach	Topic Specific Disclosure	Statue	Needs/Expectations targeted	Direct Involvement for stakeholders	Our Approach to materiality
16	Add a human rights clause on agreements and contracts	contracts that include human rights clause or that underwent human rights screening				
17	A percentage of the contracts get reviewed by the HR for human rights screening					

## Sustainability

### Our Economy (CSR-Economic Disclosures)

In AL Barakah holding we believe that our economy grows stronger and more sustainable with the happiness of our stakeholders, that's why we strive to get our costumers the highest value of their partnership with us, through dedication and excellence in what we do, all of the happens through the continuous support of the local economy in the ethical and transparent practice.



**More than 98% of our suppliers and subcontractors are from a local source**  
To ensure maximum efficiency and minimum risks and carbon emissions



**0.77% of our employees are Emirati**  
**Compared to 0.67% last year**

Also we are in the process of creating an Anti-corruption / anti-bribery policy and designing a new anti-corruption training program on it to ensure full commitment within our external and internal stakeholders, implementing this policy will be aligned with a yearly anti-corruption internal audits, and yearly statutory Audit was also done by Ernest & Young.

## Our Social Commitment (CSR-Social Disclosures)

### Key Facts in 2019



100% of our contracts in 2019 with our suppliers and subcontractors have a human rights clause and being viewed by our head of human resources.

الإعتمادات  
I. C. C. C.

Ref. # ICC/ATAD/TW/18/0077

على ذلك أو طلب أي تعويض ويسقط حقه في ذلك مستقبلاً، كما ويلتزم الطرف الثاني بتعويض الطرف الأول عن العطل والضرر والخسارة الناتجة عن ذلك الفسخ، وهذا التزام نهائي من الطرف الثاني بذلك في قوة السند التنفيذي للأحكام وليس من حق الطرف الثاني الاعتراض على تنفيذ هذا الإجراء بأي حال من الأحوال أو المطالبة بأية دفعات حتى تنفيذ أعمال العقد بالكامل وتسوية حسابه وخصم أية حقوق للطرف الأول.

**المادة التاسعة – التنازل عن العقد:**  
تعهد الطرف الثاني بتنفيذ كافة أعمال العقد المسندة إليه والمحددة بهذا العقد بواسطة مباشرة وعدم إسنادها كلياً أو جزئياً لأي طرف آخر دون الحصول على موافقة الطرف الأول الكتابية المسبقة، وفي جميع الأحوال يكون الطرف الثاني هو المسؤول الأول والأخير عن تنفيذ كافة شروط وأحكام هذا العقد تجاه الطرف الأول. في حالة وقوع أية مخالفة لأحكام هذه المادة يلتزم الطرف الثاني بتعويض الطرف الأول عن كافة الأضرار والخسائر الأدبية والمطوية الناتجة عن تلك المخالفة.

**المادة العاشرة – الرسوم والضرائب:**  
يتحمل كل طرف سداد كافة الرسوم والضرائب التي قد تفرضها الهيئات الحكومية في أي وقت وفقاً للوائح والتشريعات التي قد تصدر في هذا الشأن وذلك اعتباراً من تاريخ تطبيقها.

**المادة الحادية عشر – حماية حقوق الإنسان:**  
يلتزم الطرفان بكافة القوانين والأنظمة المحلية والدولية الخاصة بحماية حقوق الإنسان مثل قوانين (عسالة الأطفال، والعمل بالسخرة .... إلخ)، وفي حال مخالفة أي طرف لأي منها يتحمل منفرداً مسؤولية تلك المخالفة وكافة الأضرار والخسائر المادية والأدبية المتعلقة بذلك، كما يحق للطرف الأول اعتبار هذا العقد مفسوخاً تلقائياً دون الحاجة لسابق إنذار أو حكم قضائي مسبق في حال ارتكاب الطرف الثاني مخالفة جسيمة لحقوق الإنسان وذلك دون ادنى مسؤولية على الطرف الأول أو تعويضات للطرف الثاني.

**المادة الثانية عشر:**  
على الطرف الثاني إحضار صورة من رخصة البلدية وغرفة التجارة وسابقة أعماله لاعتماده كمتاول باطن متخصص في تنفيذ الأعمال موضوع هذا العقد.

**المادة الثالثة عشر:**  
يعتبر العمل منجزاً وفقاً لشروط العقد وذلك عند قبول الطرف الأول للأعمال المنفذة وبموافقة المهندس الاستشاري في الموقع عليها وفي حال وجود ملاحظات عن الأعمال فعلى الطرف الثاني إنجازها وتسليمها إلى الطرف الأول في الوقت المحدد من الأخير وأي خصومات عن المخالفات أو سوء التصنيعية يقرها استشاري المشروع ويتحملها الطرف الثاني أصولاً ولا يحق له الاعتراض على ذلك مسبقاً.

**المادة الرابعة عشر:**  
جميع نفقات الأيدي العاملة التي يستخدمها الطرف الثاني لتنفيذ الأعمال تكون على نفقته الخاصة بما في ذلك الالتزام بكل متطلبات قانون العمل والعامل المعمول به في دولة الإمارات العربية المتحدة.

**المادة الخامسة عشر - البيانات الخاصة بالطرفين:**  
يقر كل طرف بأن البيانات والعناوين الخاصة به أعلاه الموضحة في بداية هذا العقد صحيحة ويكون مسؤول عنها ويضمنها للطرف الآخر





15.66% is our turnover rates in 2019  
Compared to 20.85% last year



2.87% of our employees are women  
Compared to 2.76% last year

The turnover in al Barakah has dropped down in 2019 thanks as a result of the efforts of the management board and their incentive programs which includes empowering and nourishing our employees, celebrating their achievements, compassioning and supporting them through difficulties, standing by them and their families all through it, as loyalty and family is from the core values of AL Barakah.



Our human resources department also puts the wellbeing of our employees as a top interest, which guided to start a welfare committee, designing a non-discrimination policy, human rights policy and orchestrating an annual women empowerment and awareness event for the employees and their families.



Our Health and safety department is the process of forming Workers representation in formal joint management – Employee & Employer committee has taken place to address the Employees concerns about health and safety and their welfare too , plus the yearly campaign of safety in the heat program organized by Zonescorp (the governmental entity responsible of our scope of work) and OSHAD (Abu Dhabi Occupational health and safety center) to avoid heat in the summer for both our employees and residents, the campaign includes awareness sessions about heat protection, drills for heat stress cases, not working under the direct sun between 12PM-3PM, distributing electrolytes and awareness brochures.







# Corporate Social Responsibility

## Master Register

Year	Sphere of Influence	Event	Date	Stakeholder Beneficiary												
				Employee			Customers				Suppliers		Government Entities	Society / Community	Employee Family	Competitor
				Blue-collar	White-collar	Management	Clients	Tenants	Business	Future Customers	Raw Materials	Supplies				
2020	Internal	International Women's Day	08-Mar-20	✓	✓	✓		✓					✓	✓		✓
2019	Internal	National Day Celebration	28-Nov-19	✓	✓	✓	✓				✓	✓	✓		✓	
2019	Internal	World Humanitarian Day	19-Aug-19	✓	✓	✓	✓	✓					✓	✓		✓
2019	Internal	World Blood Donor Day	14-Jun-19	✓	✓	✓		✓					✓	✓		✓
2019	Internal	Blood Donation Event	09-Jun-19	✓	✓	✓		✓			✓	✓	✓		✓	
2019	Internal	World Environment Day	05-Jun-19	✓	✓	✓		✓			✓	✓	✓		✓	
2019	Internal	World No Tobacco Day	31-May-19	✓	✓	✓		✓	✓		✓	✓	✓	✓	✓	
2019	Internal	Ramdan Suhoor Event	24-May-19	✓	✓	✓		✓			✓	✓	✓		✓	
2019	Internal	International Day of Families	15-May-19	✓	✓	✓		✓			✓	✓	✓		✓	
2019	Internal	International Labour Day	01-May-19	✓	✓	✓		✓			✓	✓	✓		✓	
2019	Internal	World Day for Safety and Health at	28-Apr-19	✓	✓	✓		✓	✓		✓	✓	✓	✓	✓	✓



# Corporate Social Responsibility

## Master Register

Year	Sphere of Influence	Event	Date	Stakeholder Beneficiary													
				Employee			Customers				Suppliers		Government Entities	Society / Community	Employee Family	Competitor	
				Blue-collar	White-collar	Management	Clients	Tenants	Business	Future Customers	Raw Materials	Supplies					
		Work															
2019	Internal	World Health Day	07-Apr-19	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		
2019	Internal	Worlds Autism Month	01-Apr-19	✓	✓	✓	✓	✓				✓	✓		✓		✓
2019	Internal	International Day of Earth Hour	30-Mar-19	✓	✓	✓		✓			✓	✓	✓		✓		✓
2019	Internal	Annual Staff Event 2018	24-Mar-19	✓	✓	✓		✓				✓	✓		✓		✓
2019	Internal	International Day of Happiness	20-Mar-19	✓	✓	✓		✓				✓	✓		✓		✓
2019	Internal	International Women's Day	07-Mar-19	✓	✓	✓		✓				✓	✓		✓		✓
2019	Internal	Breathing Session	04-Mar-19	✓	✓	✓	✓	✓				✓	✓		✓		✓
2019	Internal	Medical Checkup - Save your lungs from smoking	26-Feb-19	✓	✓	✓	✓	✓				✓	✓		✓		✓
2019	Internal	Breathing Session	25-Feb-19	✓	✓	✓		✓				✓	✓	✓	✓		✓

# Corporate Social Responsibility

## Master Register

Year	Sphere of Influence	Event	Date	Stakeholder Beneficiary												
				Employee			Customers				Suppliers		Government Entities	Society / Community	Employee Family	Competitor
				Blue-collar	White-collar	Management	Clients	Tenants	Business	Future Customers	Raw Materials	Supplies				
2019	Internal	Al Barakah Annual Event	17-Jan-19	✓	✓	✓		✓					✓	✓		✓
2018	Internal	Tolerance Cricket Cup	16-Nov-18	✓	✓	✓		✓					✓	✓		✓
2018	Internal	Flag Day	01-Nov-18	✓	✓	✓										
2018	Internal	DIC LV2 gate Outside Area Clean Up	31-Oct-18	✓	✓	✓										
2018	Internal	Breast Cancer Awareness Month	24-Oct-18	✓	✓	✓										
2018	Internal	World Food Day	16-Oct-18	✓	✓	✓										
2018	Internal	World Mental Health Day	10-Oct-18	✓	✓	✓										
2018	Internal	Blood Donation Campaign	6-Aug-18	✓	✓	✓		✓					✓	✓		
2018	Internal	Awareness session about Drugs and Its effect on Health	20-Jun-18	✓	✓	✓		✓								
2018	Internal	World Blood Donor Day	14-Jun-18	✓	✓	✓		✓								
2018	Internal	World Environ	5-Jun-	✓	✓	✓		✓								



# Corporate Social Responsibility

## Master Register

Year	Sphere of Influence	Event	Date	Stakeholder Beneficiary													
				Employee			Customers				Suppliers		Government Entities	Society / Community	Employee Family	Competitor	
				Blue-collar	White-collar	Management	Clients	Tenants	Business	Future Customers	Raw Materials	Supplies					
		ment Day	18														
2018	Internal	Ramdan Suhoor Event	3-Jun-18	✓	✓	✓		✓									✓
2018	Internal	World No Tobacco Day	31-May-18	✓	✓	✓		✓									✓
2018	Internal	International Labor Day	1-May-18	✓	✓	✓		✓									
2018	Internal	International Labor Day	1-May-18	✓	✓	✓		✓									
2018	External	World Day for Safety and Health at Work	28-Apr-18	✓	✓	✓											
2018	External	World Health Day	7-Apr-18	✓	✓	✓											
2018	External	Awareness Program for Drivers by Community Police	27-Mar-18	✓	✓	✓											
2018	Internal	Earth Hour	24-Mar-18	✓	✓	✓											
2018	Internal	World Water Day	22-Mar-18	✓	✓	✓											
2018	Internal	International Day of Happiness	20-Mar-18	✓	✓	✓											



# Corporate Social Responsibility

## Master Register

Year	Sphere of Influence	Event	Date	Stakeholder Beneficiary													
				Employee			Customers				Suppliers		Government Entities	Society / Community	Employee Family	Competitor	
				Blue-collar	White-collar	Management	Clients	Tenants	Business	Future Customers	Raw Materials	Supplies					
		s															
2018	External	International Day of Happiness	20-Mar-18	✓	✓	✓							✓	✓			
2018	External	University of South Carolina-MBA Students Visit	15-Mar-18			✓								✓			
2018	Internal	International Women's Day	8-Mar-18	✓	✓	✓	✓	✓	✓								
2018	Internal	Staff Welfare Party	8-Mar-18	✓	✓	✓	✓	✓	✓								
2018	Internal	Staff Welfare Party	7-Mar-18	✓	✓	✓	✓	✓	✓								
2018	Internal	Staff Welfare Party	4-Mar-18	✓	✓	✓	✓	✓	✓								
2018	Internal	Staff Welfare Party	1-Mar-18	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓			
2018	External	Medical Camp (Asthma Checkup)	14-Feb-18	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓			
2018	External	Health Awareness Camp	11-Feb-18	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓			
2018	Internal	Al Barakah Annual Event	10-Feb-18	✓	✓	✓											
2018	Internal	Cycling	30-	✓	✓	✓											

# Corporate Social Responsibility

## Master Register

Year	Sphere of Influence	Event	Date	Stakeholder Beneficiary													
				Employee			Customers				Suppliers		Government Entities	Society / Community	Employee Family	Competitor	
				Blue-collar	White-collar	Management	Clients	Tenants	Business	Future Customers	Raw Materials	Supplies					
	al	Event	Jan-18														
2017	Internal	Ramadan Sohour		✓	✓	✓					✓	✓	✓		✓		
2017	Internal	National Day Celebration		✓	✓	✓					✓	✓	✓		✓		
2017	Internal	Cycling Event			✓	✓					✓	✓	✓		✓		
2017	External	Blood Donation Campaign		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
2017	External	Women's Day Event			✓	✓					✓	✓	✓		✓		
2017	External	Women Awareness Campaign			✓	✓					✓	✓	✓		✓		
2017	External	Happiness Event		✓	✓	✓					✓	✓	✓		✓		
2017	External	Safety in Heat Campaign		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
2017	External	Workers Day Celebration in All Villages		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		
2017	External	Food Distribution in Ramadan		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		
2016	Internal	Ramadan Sohour		✓	✓	✓					✓	✓	✓		✓		



# Corporate Social Responsibility

## Master Register

Year	Sphere of Influence	Event	Date	Stakeholder Beneficiary													
				Employee			Customers				Suppliers		Government Entities	Society / Community	Employee Family	Competitor	
				Blue-collar	White-collar	Management	Clients	Tenants	Business	Future Customers	Raw Materials	Supplies					
2016	Internal	National Day Celebration		✓	✓	✓					✓	✓	✓		✓		
2016	External	End of The Year Celebration in All Villages		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		
2016	External	Safety in Heat Campaign		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
2016	External	Workers Day Celebration in All Villages		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		
2016	External	Food Distribution in Ramadan		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		
2016	External	Cleaning Campaign in DIC		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
2015	Internal	Ramadan Sohour		✓	✓	✓					✓	✓	✓		✓		
2015	Internal	Safari Event				✓					✓	✓	✓		✓		
2015	Internal	Beach Picnic				✓					✓	✓	✓		✓		
2015	Internal	National Day Celebration		✓	✓	✓					✓	✓	✓		✓		
2015	External	Blood Donation Campaign in Raha		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
2015	External	End of The Year Celebration		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		



# Corporate Social Responsibility

## Master Register

Year	Sphere of Influence	Event	Date	Stakeholder Beneficiary													
				Employee			Customers				Suppliers		Government Entities	Society / Community	Employee Family	Competitor	
				Blue-collar	White-collar	Management	Clients	Tenants	Business	Future Customers	Raw Materials	Supplies					
		on in DIC															
2015	External	Workers Day Celebration in All Villages		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		
2015	External	Food Distribution in Ramadan		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		

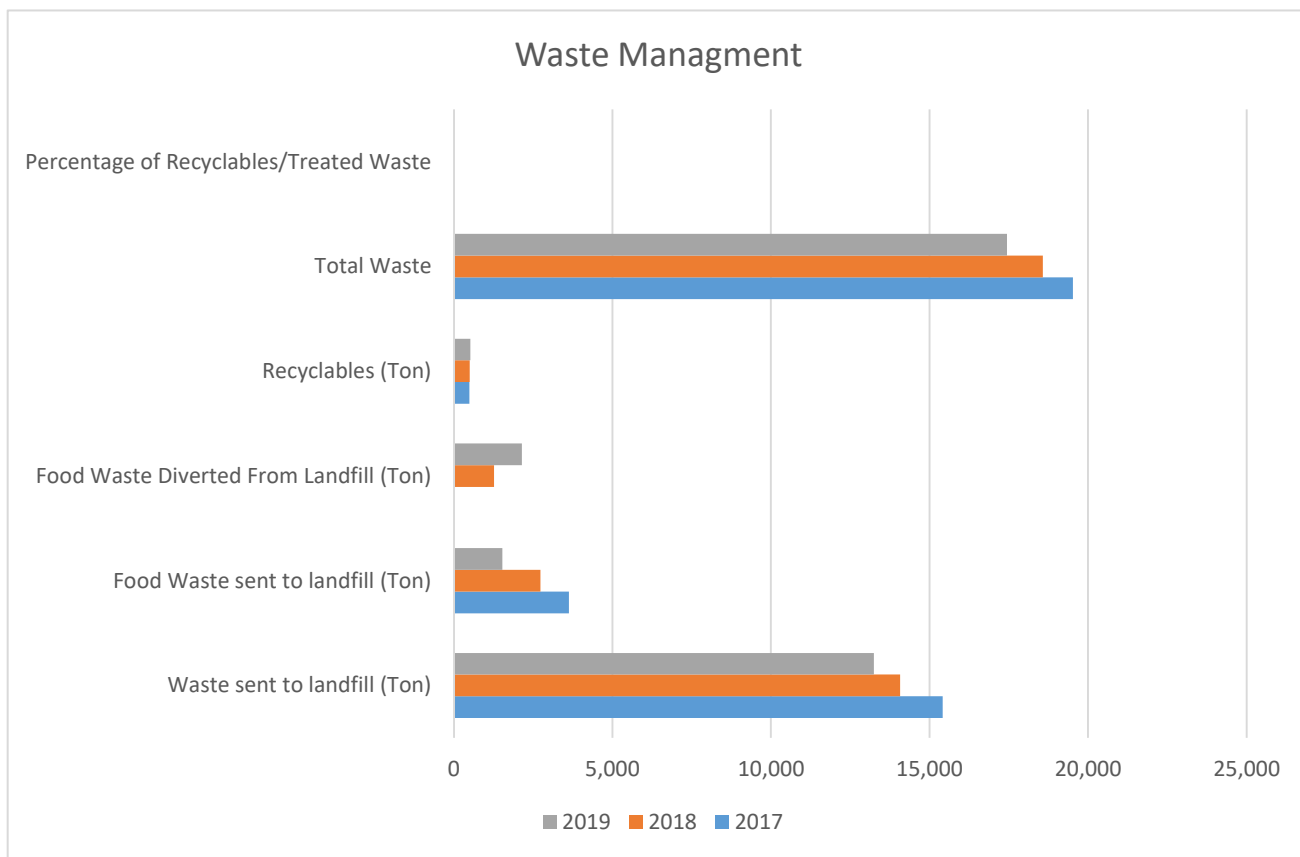


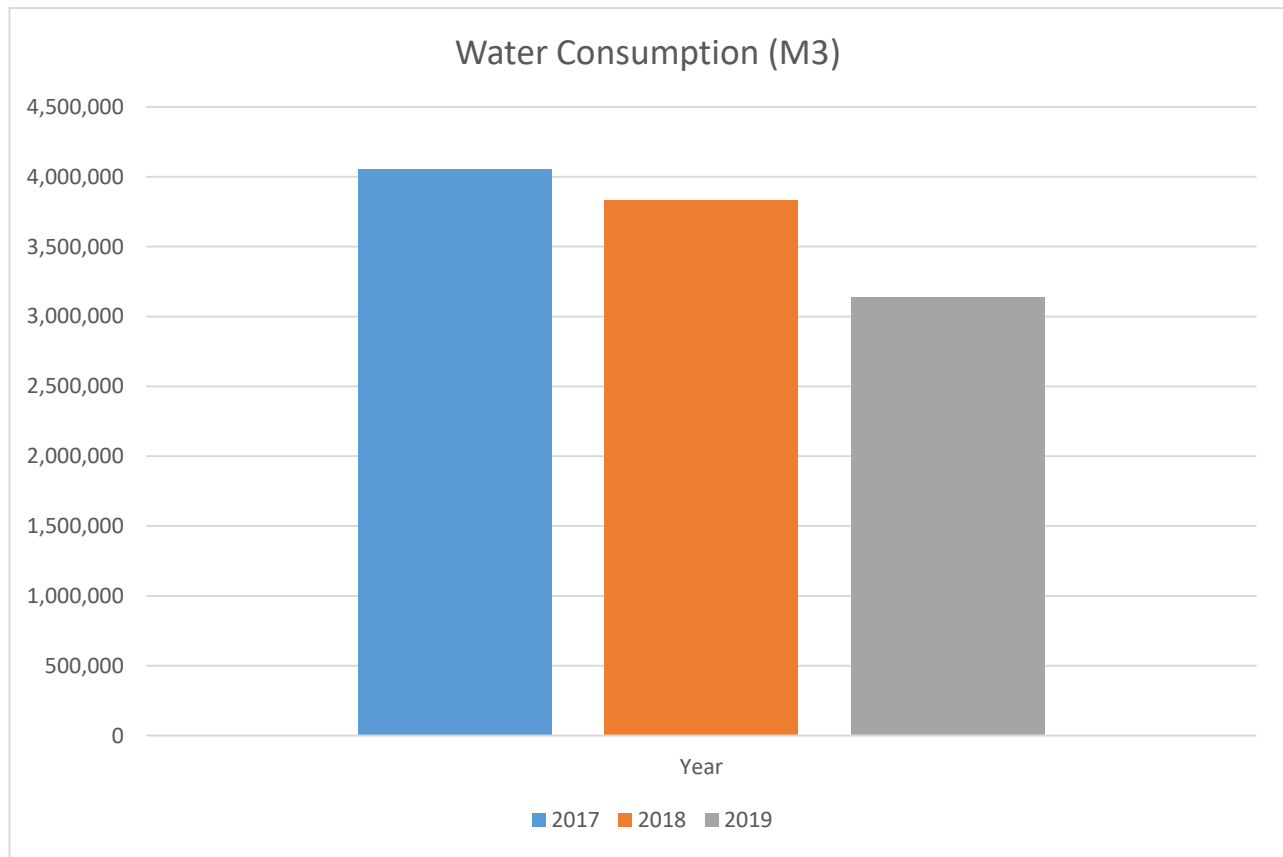
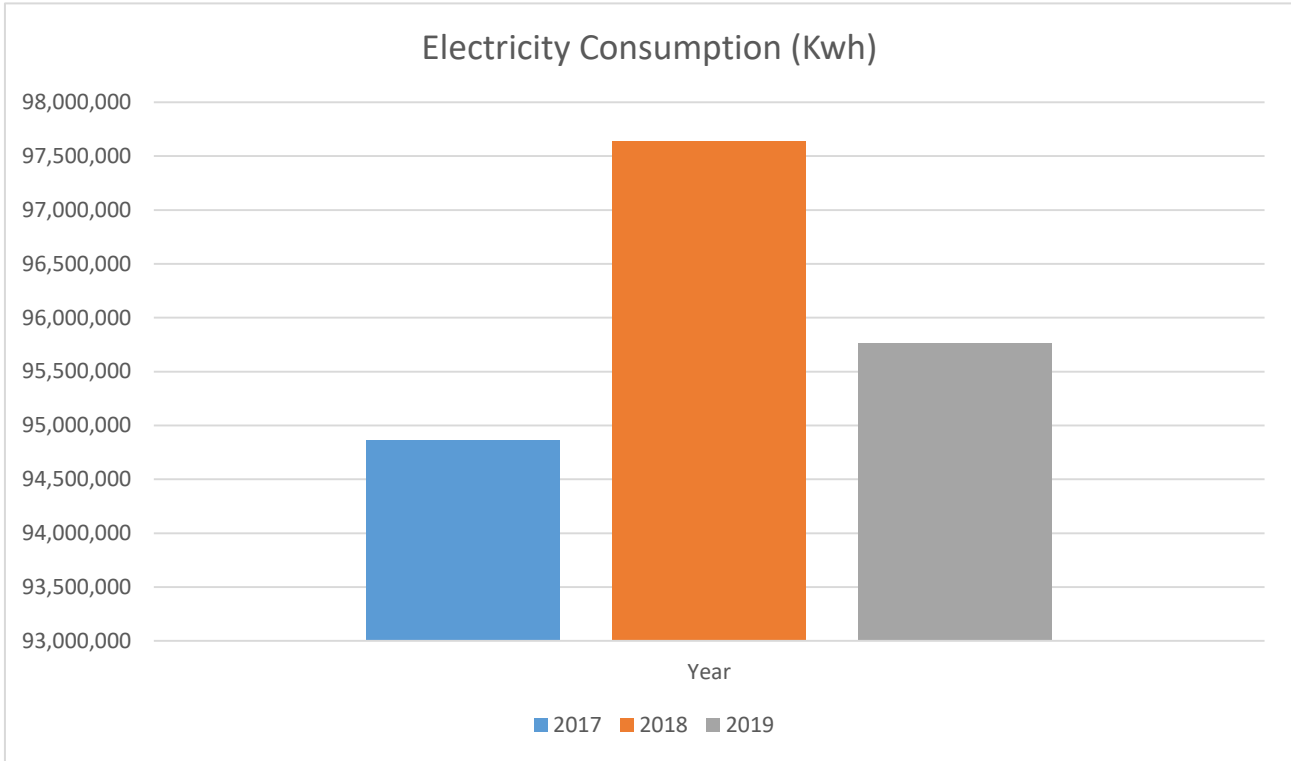
## Our Environmental Commitment (CSR-Environmental Disclosures)

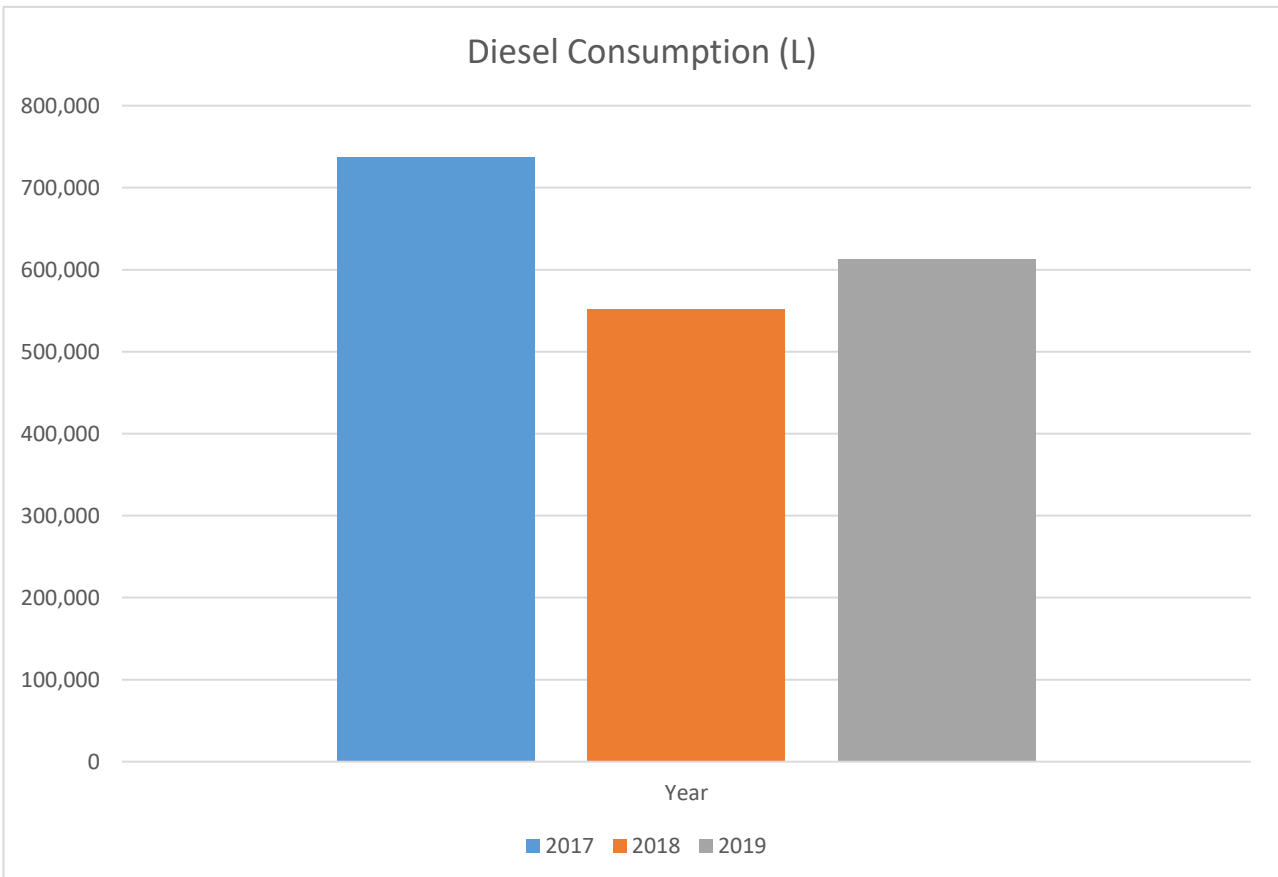
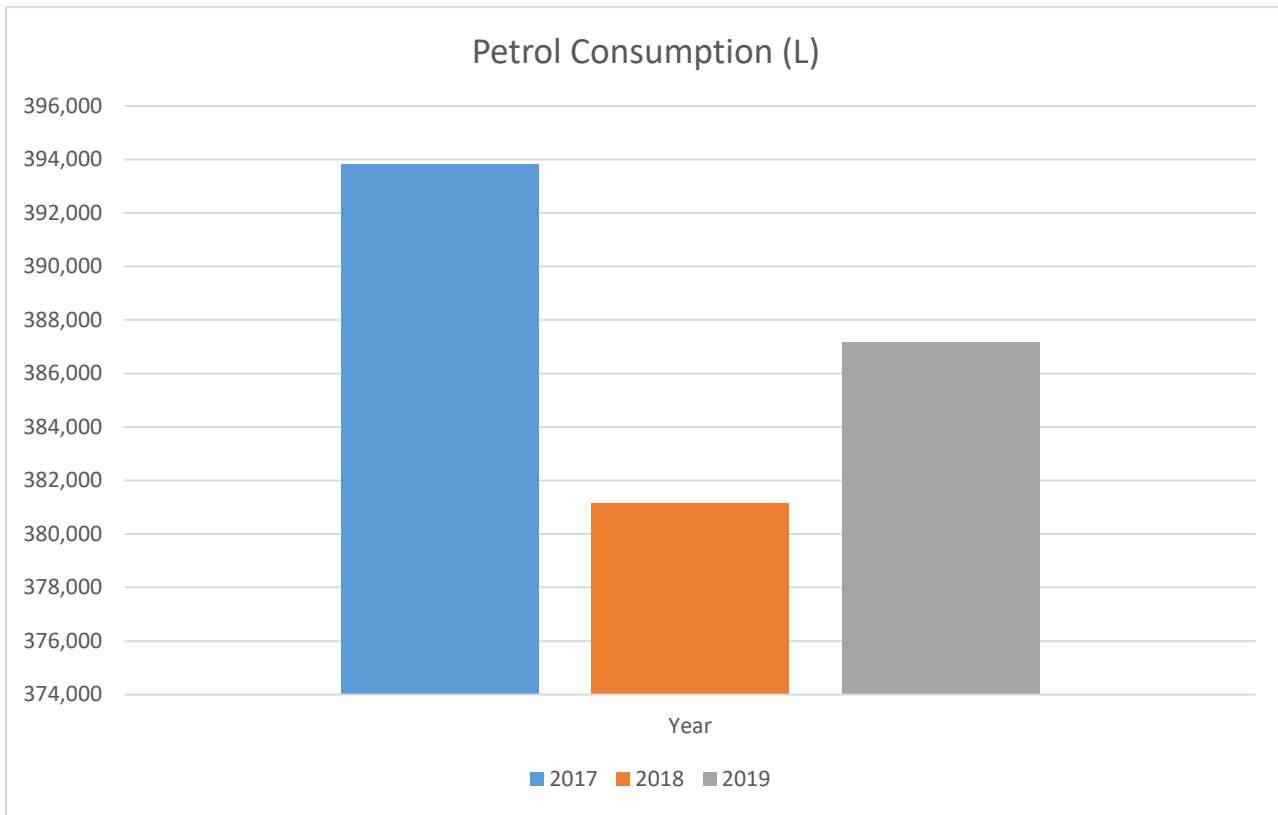
2019 was a breakthrough for AL Barakah Holding in terms of leveling up with our operation to improve our environmental impact, years of monitoring, recording and comparing got us a clear idea about how to minimize our consumption and maximize our efficiency.

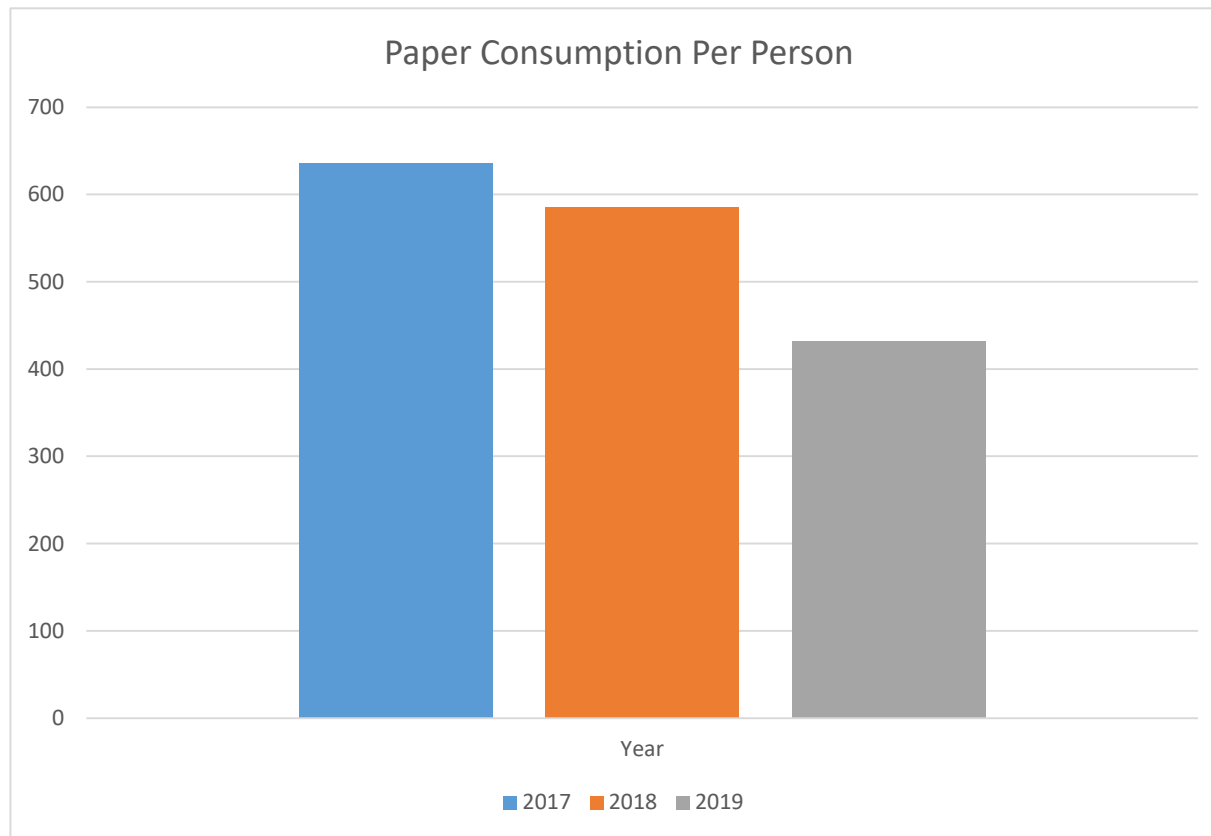
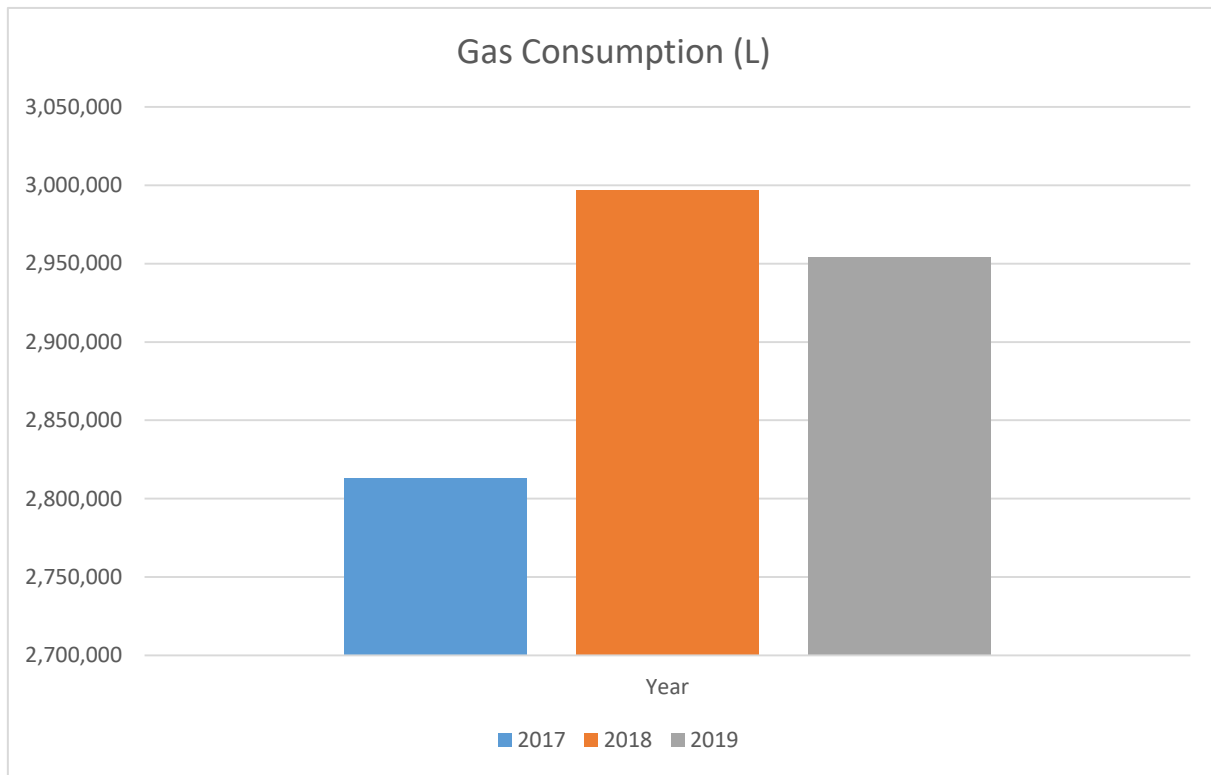
AL Barakah Holding is committed to achieve the highest standards of environmental sustainability, particularly in the areas of Energy Efficiency, Water Efficiency, Stewarding Materials, and waste management.

Following is our Environmental Performance.

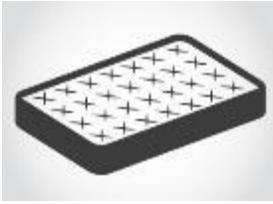








Key Facts and Figures.



100% of bed mattresses is coming from recycled material



100% of our suppliers has been HSE audited



396 Environmental Awareness workshops has been conducted to our employees and our residents.

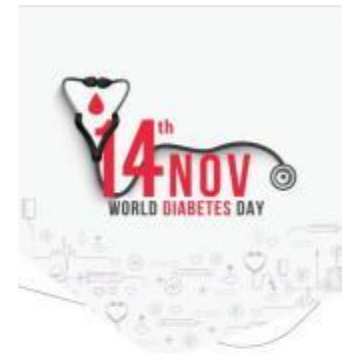
10 Awareness campaigns was distributed among our employees





**MAKE EVERYDAY  
WORLD NO TOBACCO DAY!**

Say No To Tobacco  
Protect Health  
Reduce Poverty And  
Promote Development



**DIABETES  
AWARENESS MONTH**

Diabetes spans a lifetime. Depending on who you are, how old you are or even where you are, diabetes will mean something personal to you.

TAKE CARE OF YOURSELF AND GO BLUE FOR NOVEMBER



Let's Stand Up for  
**Equality, Justice  
and Human Dignity**

**December 10<sup>th</sup>, 2018**

All human beings are born free and equal in dignity and rights.



**HAPPY WORLD FOOD DAY**

Together, we can provide a better tomorrow for our scholars of today.

**Eat Healthy...Live Healthy**



**HOW CAN WE LOOK AFTER  
OUR MENTAL HEALTH?**

We all have to take care of our mental health, just as we have physical health. Just as you would go for a check to look after your physical health there are lots of things you can do everyday to maintain good mental health.

- Keep Active
- Eat Well
- Do something you are good at
- Care for others
- Talk about your feelings
- Take a break
- Accept who you are



**WORLD  
BLOOD DONOR DAY**

**JUNE 14, 2018**

**DON'T WAIT  
UNTIL DISASTER STRIKES**

Be there for someone else.  
Give blood. Share life.

**WHAT CAN YOU DO?**

- GIVE BLOOD
- GIVE NOW
- GIVE OFTEN



**INTERNATIONAL DAY  
for  
TOLERANCE**

**November 16**

**THINK TOLERANCE  
EVERYDAY!**

We may have:  
Different religions,  
Different languages,  
Different colored Skin,  
But we all belong to

**ONE HUMAN RACE**



## Compliance.

Who we are and how we operate as an organization is founded on the unifying idea of maintaining international up-to-date standards of corporate compliance.

We pride ourselves in adhering to the highest level of operational standards with all our stakeholders which are monitored by AL Barakah Holding's Compliant Committee and officers.

This enables all teams in AL Barakah Holding to live up to our corporate compliance commitment.

All of our employees and shareholders embody the character of AL Barakah Holding, complying with all local and international laws and regulations while also maintaining the highest ethical standards – allowing our bond and trust with our clients to develop and prosper holistically.

The local and international laws, regulations and standards AL Barakah Holding comply with include (but not limited to):

### Compliance List

UAE Civil Defense

Environmental Agency in Abu Dhabi

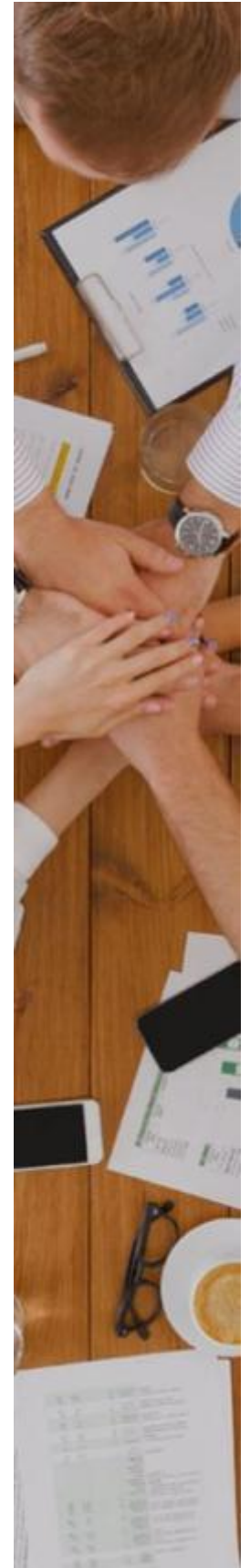
ADAFCA (Abu Dhabi Food Control Authority)

SIRA (Security Industry Regulatory Agency)

ZonesCorp (Higher Corporation For Specialized Economic Zones)

OSHAD (Abu Dhabi Occupational Health and Safety Centre)

Cabinet Decision No.13 of 2009 (General Standards for Group Labor Accommodation)



## Associations, certifications and Awards.

### Memberships

Association	Statue
Middle East Facility Management Association	Member
UNGC	Signatory

### Certifications

ISO 14001 Environmental Management System (All Location)
OHSAS 18001 Occupational Health and Safety Management System (All Locations)
ISO 9001 Quality Management System (Skill Force & Al Raha Village)
ISO 22000 Food Safety Management System (Tamween)
Estidama Pearl Building Rating System (Al Qana)



Awards



The Happiest Workers'  
Residential City- Workers Village



Safety in Heat



SKEA 2018



Khawater Appreciation



HR Excellence Award



Hirmas- Al Saadiyat Happiest  
Village



UAE Business Award



Superbrands 2018

**THANK YOU**