

FARNEK

UNGC COP REPORT Year 2020-2021



United Nations
Global Compact





Markus Oberlin
CEO

Our CEO's Message

Since its establishment in 1980, FARNEK has grown exponentially and developed into one of the UAE's foremost Total Facilities Management companies, a market leader in smart FM technology and sustainability. Year-on-year, we have been strengthening our commitment to the United Nations Global Compact values, while putting in place the right teams to deliver the best outcomes.

FARNEK has been a proud participant in the United Nations Global Compact initiative since July 2016, and I am pleased to underscore our continued support for the ten principles of the United Nations Global Compact with respect to Human Rights, Labor Rights, Environment, and Anti-Corruption.

With this communication, I'd like to express our determination to continually enhance the integration of the Global Compact and its principles into our business strategy, culture and daily operations. FARNEK is also committed to advancing these principles throughout its sphere of influence and engage in collaborative projects which address the broader objectives of the United Nations, particularly the sustainable development goals.

We hereby submit our annual Communication on Progress (CoP) that describes our company's efforts to implement these ten principles and we will share this information with our stakeholders using our primary channels of communication.

Sincerely Yours,

A handwritten signature in blue ink that reads "M. Oberlin". The signature is written in a cursive, slightly stylized font.

Markus Oberlin
CEO

Commitment towards UN Sustainable Development Goals



Farnek's 2021 Goals



Spirit of **ORANGE**

The Ten Principles of the UN Global Compact

Human Rights

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

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

Labour

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

Principle 4: the elimination of all forms of forced and compulsory labour.

Principle 5: the effective abolition of child labour.

Principle 6: the elimination of discrimination in respect of employment and occupation.

Environment

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

Principle 8: undertake initiatives to promote greater environmental responsibility.

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.





HUMAN RIGHTS

HR Policy & Procedures

Ensuring human rights for all employees is at the center of Farnek’s approach to business. Our HR Policy & Procedures Manual details Farnek’s approach to ensuring human rights are respected within our company walls as well as within our supply chain and by clients. We included our commitment to equal opportunity, fair pay, safe and healthy working conditions, security, a healthy environment, and ethical actions. We also condemn child labor, forced labor, discrimination, harassment, and bribery. Finally, we detail how employees, clients, suppliers, and other third-parties can report potential allegations of misconduct and Farnek’s commitment to take appropriate action in the case of noncompliance with the policy. Our HR Policy & Procedures Manual is regularly updated and is reviewed at least annually.

Farnek takes the health, safety, and well-being of employees seriously. To that end, we had taken several measures including working from home to prevent the spread of coronavirus among our employees and their families during 2020 peak pandemic period. Many other initiatives have been taken by our HSEQ team to ensure the safety and well-being of all our employees, suppliers and stakeholders.

We also act to ensure human rights are respected in our supply chain. We expect our suppliers to understand and comply with our Codes of Conduct, which communicates our expectations regarding human rights and other provisions that also apply to our third-party service providers.

Finally, we embrace our responsibility to manage our services in a manner that respects human rights and act responsibly in our communities. Farnek upholds quality standards to ensure that our services appropriately consider the interests and needs of our clients and exceed industry expectations. We are also committed to marketing and communicating responsibly in a manner that reflects the values and principles reflected in our Company’s policy.

Responding to the impacts of COVID-19 Pandemic

COVID-19 continues to pose unique challenges for businesses, individuals and communities around the world, and we continue to support efforts to alleviate its impact.

In 2020, we were faced with a lot of challenges brought about by the implications of restrictions and lock downs due to COVID-19 pandemic. A lot of planning and steps were undertaken by Farnek to maintain the safety of our employees, stakeholders and communities by preventing COVID-19 from spreading.

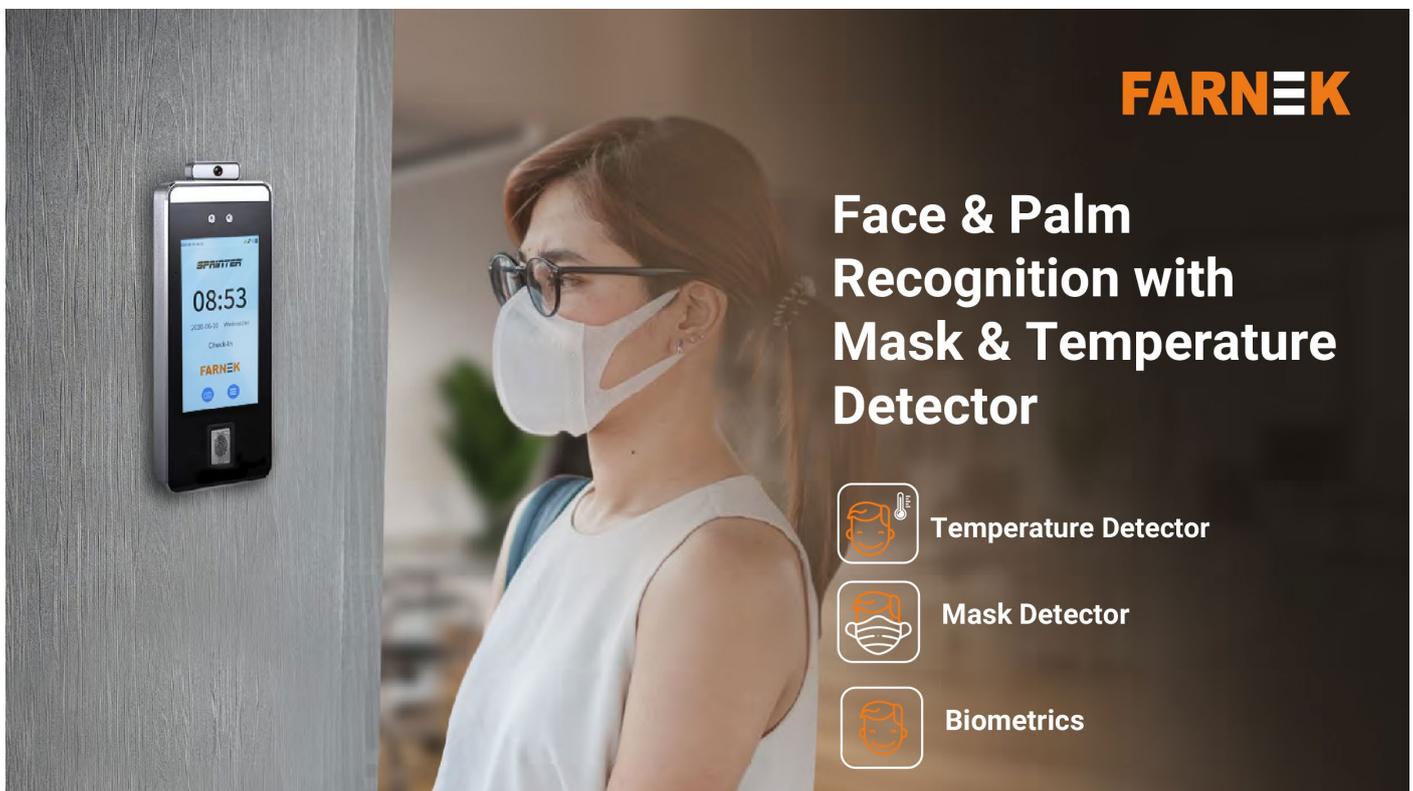


Face Recognition

Facial Recognition for Attendance & Temperature monitoring – Due to pandemic, Farnek introduced latest touchless technology that abides best practices required by Dubai Municipality as well as supporting SOPs by WHO. All Farnek contract sites has FRD installed not only capturing attendance but also monitoring temperature. If it exceed the defined threshold of 37.5 defined by DM, it sends live alerts to HR and HSE for required actions. It also makes automated reports to the project managers for client reporting sites attendance and temperature monitoring.

Farnek was the 1st in FM Industry to take this initiative and implement it across all our contractual sites to abide COVID related DM regulations

- Face recognition
- Mask recognition
- Temperature detection
- Entrance access
- Attendance controlling
- Automated reporting
- Real time communication



Sanitization Gateway

Farnek installed a sanitization gateway which will disinfect all staff, upon leaving and returning to their accommodation centers.

The disinfectant system works via a Fog Gate, or disinfection tunnel, which sprays staff with a highly efficient, non-toxic, pH-neutral and durable disinfectant. The mist is completely harmless and dries in seconds, after employees pass through. The gateway is regularly sterilized and cleaned by a team of highly trained specialists from Farnek.

Markus Oberlin, CEO, Farnek, said: “These sanitization gateways are highly effective, extremely efficient and very practical. It literally takes seconds to walk through and the disinfectant dries almost immediately, ensuring that our teams will be protected from the virus and will not inadvertently spread the virus should they become exposed.”

The disinfectant solution used is a Dubai Municipality-approved environmentally friendly and non-toxic solution, which kills over 99.99% of all bacteria, viruses, fungi and spores.

Trainings & Awareness

Farnek provided several training & awareness sessions to all their employees to integrate local and international best management practice standards in all our operations and activities. This enabled us to protect the health, safety and interests of all our stakeholders while continuing to provide our services without any lapse in quality.

The training & awareness sessions were mandatory and saw participation from all levels of our organization. These sessions explained the “Plan-Do-Check-Act” principle and established procedures and guidelines to be followed within our offices and client sites to limit the spread of coronavirus. It also raised awareness regarding the best practices (such as social distancing, wearing facemasks & gloves, regular washing of hands & frequent use of hand sanitizers, limiting contact & interactions etc.), which are to be followed during the post-lockdown period especially for staff who are required to travel or partake in on-site activities.



Other Initiatives

Farnek has also taken several other initiatives to protect our employees, staff, stakeholders and their families from the adverse effects of COVID-19 such as:

- Providing reusable & re-washable sustainable facemasks to our employees
- Providing Hand Sanitizers in common areas
- Providing disposable Vinyl Gloves for protection
- Daily Cleaning and Disinfection of facilities
- Staff schedule to Work from Home
- Temperature Checks before entering any of our facilities
- Replacing face to face meetings with Online Meetings
- Mandate Social Distancing



HEALTH & SAFETY

HSEQ Focus – Planning for Excellence

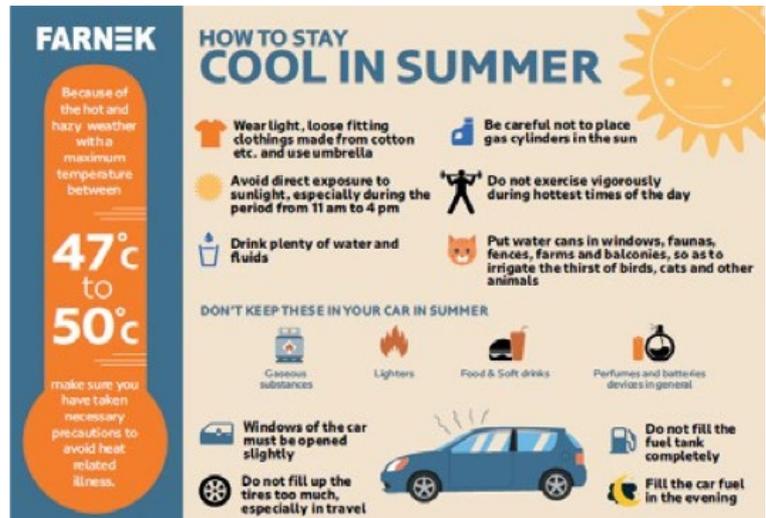
Health and Safety rhymes with quality, labour rights and human rights. We ensure that our employees work in safe environments and are provided with the necessary knowledge for them to evaluate the risks and understand how to protect themselves.

Alerts

HSEQ Department has designed and sent 13 alerts in 2020-2021 on the topics such of Sharp items, Health during Ramadan, Health during Heat, False alarms, Expired Chemicals, Dust Storm, Safe Tyres, Speed limit.

Performance Audits

This year, our auditing team realized 44 audits (against 43 audits the year before) however some sites are larger and others being at good scoring in 2020 were not a focus. Properties overall have increased their quality and H&S performance score despite more stringent audits.



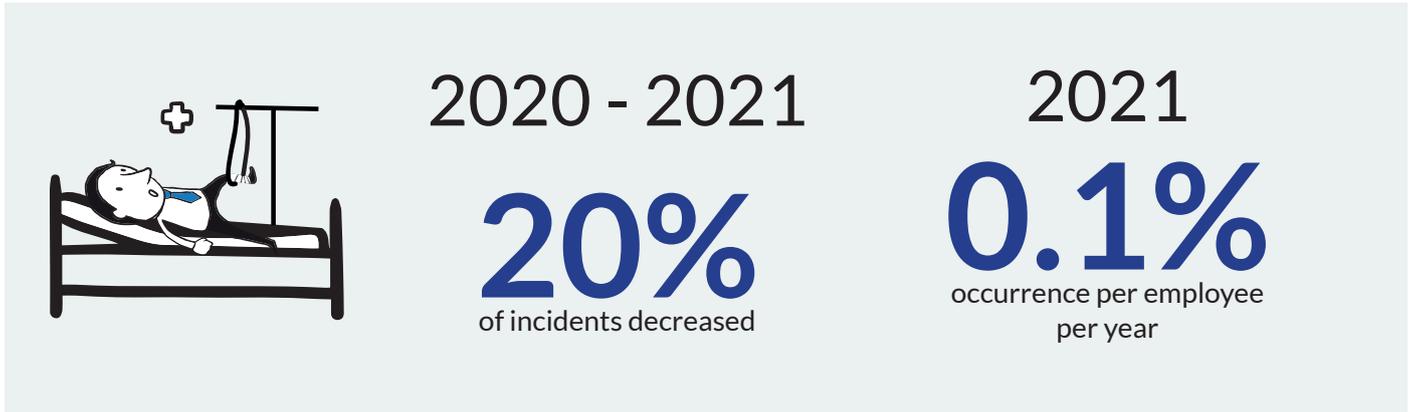
HSE Trainings

Trainings on Health and Safety happen on the first days of induction and then based on the sites, jobs and selected themes.



Incident Management

The number of incidents decreased by 20% between 2020 and 2021. In 2021, it corresponds less than 0.1% occurrence per employee per year.



Road Accidents

Having a large fleet of 245 vehicles in 2021, we have an important responsibility on our community to be safe drivers and to main our cars efficiently. We have our own garage enabling to repair fast under strict standards and efficiently while maintaining the costs.

We recorded a 0.1% probability rating of traffic incident per day per car. With 245 vehicles on the road daily, we had 95 Traffic incidents in 2021 with an increase of 13% compared to 2020. This is mainly due to the fact of having a smaller fleet of vehicles and lesser number of operational activities in 2020 due to COVID restrictions and lock downs.



Community Help

One of our supervisors has helped a lady on the road side who had a heat panic attack and was in search of help. He has called for her the ambulance and she was reported safe.

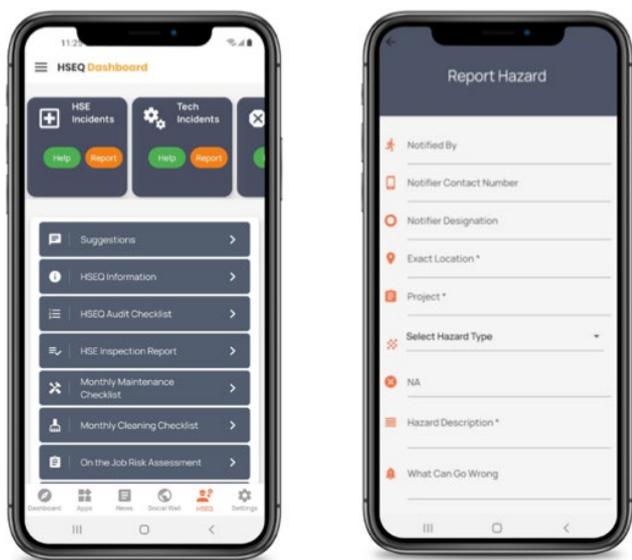
Farnek has launched its in-house innovation, a Health, Safety, Environment and Quality Management (HSEQ) mobile app, which aims to raise staff HSE awareness, monitor health and safety compliance, boost innovation, improve operational efficiency and quality management. Specific features of the bespoke app include, hazard, technical and HSE incident reporting, plus HSEQ technical data, audit check lists and inspection reports. It also includes monthly maintenance and cleaning check lists, task specific risk assessments, Permit to Work, HSEQ Alerts and immediate Covid-19 reports.

The custom-built application now gives Farnek staff and HSEQ management teams, quick and easy access to a complete array of online information, at any time, wherever they are, which they can capture and share running under the umbrella of latest and innovative state of the art HITEK – Farnek Solutions 4.0. Built on latest mobility and cloud architecture, the app also affords increased accuracy when it comes to analyzing data, reports and record-keeping and can identify necessary actions to be carried out and even distributes these to relevant personnel for follow up and further action. Images can also be uploaded with reports to add a visual record.

The HSEQ app is accessible through Farnek’s enterprise, single sign on, secure and branded app. The one stop vibrant platform with a host of features that will help to keep Farnek employees updated, with the latest company news

and services, through customized notifications, which can also be integrated with social media platforms. Another ingenious feature is that the app facilitates a digital payroll system via RPAY cards, to help employees send remittances seamlessly to their families abroad. It also offers convenient access to all other internal Farnek applications and there's even a 'good idea' section, where users can put forward innovative ideas and suggestions to Farnek management.

“This is a significant step forward for our HSEQ division. It will virtually eradicate any delays reporting an incident, which was previously labour intensive, time-consuming, and generated a lot of paperwork. It was also open to human error when compiling records and producing reports,” said Markus Oberlin, CEO, Farnek. The HSEQ app is key to our integrated approach to FM digitalization and we are now planning to develop a sustainability management module, a web app and an IOS app,” added Javeria Aijaz, Senior Director – Technology and Innovations, Farnek



HSEQ APP



LABOUR & WELFARE

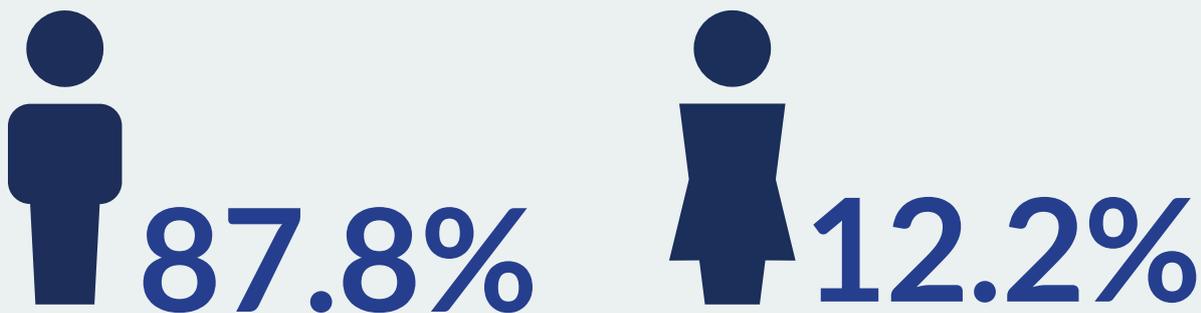
Responsible People Management

Farnek’s highly skilled workforce has grown to over 8,000 employees and we have now opened new offices in the Northern Emirates, supplementing our existing offices in Abu Dhabi and Dubai. We have also invested over AED 150 million into a new state-of-the-art staff accommodation center in Dubai Investments Park, which will house more than 4,500 employees.

As mentioned, our HR Policy & Procedures Manual addresses labor issues, including forced and compulsory labor, child labor, discrimination and harassment. We do not employ anyone under 18 years old and anyone over 60 years old. On the issue of forced/bonded labor, employees will only be employed of their own free will, and the use of forced, compulsory, or bonded labor is not tolerated.

Diversity in the workplace

Based on Gender



Based on Age Gap



Based on Age Gap

**Asian, Africa,
South East Asian,
Middle East,
Europe, Far East**

At Farnek, employee diversity of all types (i.e. gender, race/ethnicity, age, sexual orientation, religion, disability, and more) and inclusion, enrich our culture and help deliver enhanced business results. Diverse insights also provide our clients with broader perspectives that reflect our changing world. We are committed to maintaining an open and nurturing environment that fosters collaboration, drives diverse thinking, and creates a culture that respects and celebrates diversity, equity, and inclusion (DEI). Our HR Policy & Procedures Manual addresses discrimination and equal opportunities.

One of our primary goals of 2021 for our employees is to have a retention rate of 90% and promote our staff internally by 50%. Our objective is to enhance the skillset of our existing employees by encouraging them to attend online trainings and provide them with right opportunities and inclusion initiatives. Diversity and equity in our workforce is critical and our team is actively evaluating and accelerating our work to reach and surpass this and increase representation at all levels.

Equally important is our commitment to supplier diversity. We have established a sustainable procurement policy to help us track our net spend and improve our procurement processes. We also plan to increase our spend with diverse suppliers, with particular focus on minority-owned suppliers, in the coming years to meet these goals.

Accommodation & Welfare – **Sustainable Accommodation**

In 2020 November Farnek has welcomed its first employees into its new AED 200 million state-of-the-art staff accommodation in Dubai South. The 100,000 square feet facility, will become home to some 5,000 Farnek employees has unique features focusing on welfare, accessibility & sustainability.

Spacious, contemporary-designed employee rooms will be managed by a bespoke property software solution, so that new staff can be welcomed 24/7 at a dedicated reception area, sign in and be shown to their rooms in minutes. Other features include a prayer room, medical clinic, restaurant, library, barbershop, as well as leisure facilities and plenty of outdoor space.

“This is the future of staff accommodation. A place where employees feel at home, so that they can relax in modern, comfortable and pleasant surroundings. Also, connectivity is essential for staff welfare today, so free Wi-Fi has been made available to all staff throughout the entire complex,” said Markus Oberlin, CEO, Farnek.



The low-rise (basement, G+4) employs the latest smart technology and is the most energy, water and waste-efficient building of its kind, not only in the UAE but throughout the region.

“Through its smart and sustainable design, we hope to save at least 20% more than a conventional staff accommodation centre, in energy and water consumption. That could be worth up to AED 3 million every year. The features and particularities of this staff accommodation includes Prayer Halls, Restaurant, Leisure Room, Gym, Playing Area, Roof Top Garden, Clinics, Swiss Chalet Room, Commercial Offices, Meeting Rooms, Command Center etc.



Employee **Recognition & Talent** Support

We believe in provided a space for our employees to express their talents and to take pride in the fact that the companies and the top management and their colleagues value their artworks and can enjoy them on a daily basis. We believe that giving the opportunity to gifted employees to find a platform to express their talent, in an environment where they are away from their roots and friends, is key to the employees happiness. They not only develop personal skills but we also believe that their happiness irradiates to others and their performing skills can provide great entertainment for others. Having the chance to earn a large amount through their talent is another level of satisfaction that makes the employee proud and confident.

Can you paint your country campaign?

HR department organized four rounds of paintings by the staff from all levels on the theme of “Can you paint your country?” Employees volunteered based on their own confidence in their painting skills. A total of 20 employees registered and participated in 4 sessions.

They were allocated one full day off site (with authorization of our customers) in a famous painting workshop in Dubai. Management (CEO, COO, HR Director) joined them as judges and encouraging them to deliver their best. Results were as usual breathtaking with high levels of skills. The paintings are now exhibited in the corridor of the head office where each country represents the nationality mix of Farnek’s employees’ nationalities.



Smart Idol Competition for Blue Collars

Smart Idol is a platform provided to the blue collar work force to exhibit their talent in singing, dancing and playing musical instruments. This increases their confidence levels, enables them to perform in front of an audience and to win prizes. Around 1,500 blue collar workers participated in Smart Idol. Winners become a part of our Smart Band, which could lead to a professional career. In previous years, winners were enrolled in the Smart Band and were encouraged to rehearse for a year and perform in some key events.

Smart Idol did some auditions in Farnek’s staff accommodation and pre-selected 4 dancers who were enrolled in the rehearsal program. Farnek promoted the audition, provided a stage and sound system for the blue collars to perform. We then allocated a bus and a driver and snacks for all the selected employees to Smart Idol rehearsals every Friday for a period of four months. We ensured that their manager was supportive and that they should not be scheduled for any work on Fridays. We ensured that a supportive team of colleagues and managers would attend the semi-final and final to support during the performance, celebrate the success or support in case of not winning.



Employee Appreciation Awards

Farnek recognizes that our people are dedicated to their positions and the responsibilities that go with that function on a daily basis. We acknowledge that it takes much work to maintain the integrity of any building or facility.

We encourage our staff to participate in employee satisfaction through surveys and their annual appraisal process. In recognition of their efforts, we reward our employees through monthly and annual employee awards programs.





ENVIRONMENT & SUSTAINABILITY

Sustainable Facilities Management

Since 2007, FARNEK has been at the forefront of sustainability in United Arab Emirates and have been strengthening our commitment to UAE's sustainability vision as well global sustainability requirements. Farnek has exclusivity agreements with international organizations such as Green Globe and Climate Partner to initiative & drive sustainability in the Hospitality & Travel Sector and in the area of Carbon Management being the only company that has provided Carbon Offsetting for UAE business. We were the first company to sign partnership with DEWA's carbon offsetting project and were the game changers in introducing Sustainability Certification for Hospitality through Green Globe Certification. FARNEK was the first in Middle East to achieve the certification for ISSA CIMS-GB with honors for green cleaning standards through which we service with eco-friendly chemicals, reduced amount of consumables, responsible disposal and use of utilities during operations through an intense training process. Our innovations in areas of ICT and Sustainability were awarded as Best Sustainability Initiative of the Year consecutively for many sustainability awards. As the FM industry matures throughout the UAE, Farnek is constantly exploring new ways to improve efficiency, enhance sustainability and reduce costs. In spite of Covid-19, Farnek has been at the forefront of sustainability in the FM industry in UAE. We have been strengthening our commitment to UN sustainable development goals by taking sustainability initiatives in order to align with National climate action plan and reduce greenhouse gas emissions.

Farnek business strategy involves customer engagement in sustainability initiatives. Farnek always creating awareness to promote energy and water efficiency, waste reduction and minimizing carbon footprint. Farnek sustainability strategy is always oriented towards low carbon circular economy. We believe that circular economy is best solution to create a positive impact on ecosystem and reduce the GHG emissions. Our environmental stewardship becomes increasingly important as climate change becomes an ever-more pressing global challenge. We believe that everyone must play a role in improving environmental sustainability efforts and achieving climate action goals defined in the Paris Climate Accord. We prioritize social and environmental returns and are committed on several fronts in terms of improving the sustainability of our operations, as described in our Environmental Policy, which is updated and reviewed annually.

Recognizing the reality of climate change and the scientific evidence that supports it, Farnek has shown its commitment by setting various environmental objectives and targets which will lead to a positive impact on our planet.

Farnek has established both quantitative and qualitative targets, for our sustainability goals of year 2021. From reducing energy and water consumption to offsetting the carbon emissions of employee business trips, we have determined a clear road map to drive our sustainability goals. It even includes employee certifications, company accreditations, innovative initiatives, partnership with local and international organizations, trainings, and contributing towards local communities.

We are dedicated to sourcing goods and services from sustainable sources and collaborating with partners who share our values and commitments towards sustainable procurement. Through our Sustainable Procurement Policy, we request our suppliers to uphold these commitments, and engage with us in a process of continuous improvement in responsible and sustainable purchasing.

Sustainable Accommodation

In 2020 Farnek inaugurated its new state of the art worker accommodation that has unique sustainability initiatives and is visited & has inspired many other organizations. Through its smart and sustainable design the facility has implemented various energy, waste & biodiversity initiatives. Compared to other camps, Farnek Village is highly efficient in energy and water consumption and for which the Energy Utilization Index (EUI) is 236 kWh/m²/year and Water Utilization Index (WUI) is 89 liters/staff night.

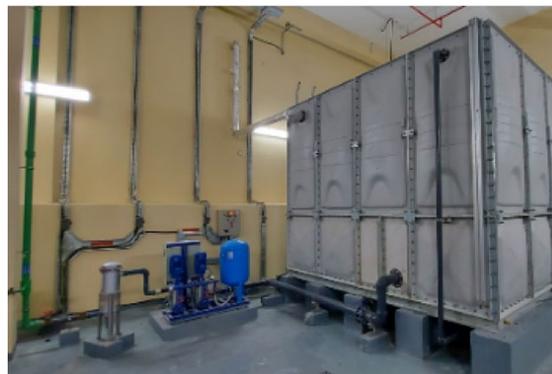
Energy Management

The facility has a Solar Thermal installed in the rooftop to meet all the hot water requirement of the building. LED lights are used to supply 90% of the lighting requirement. Further sustainable features include reflective glazing and exterior paint, wall and roof insulation, energy recovery ventilation and energy-efficient air-conditioning. The management is also planning to install a rooftop Solar PV system in order to reduce the carbon footprint.



Water Management

Understanding the requirements for water consumption reduction & considering that UAE is a water stress region, Farnek has set strong objectives to minimizing water consumption through efficient technologies. In this regard the new Farnek accommodation has established a water reuse project wherein the condensate water from the HVAC systems are channelized to a storage tank of 16,000 gallon capacity. The collected will be utilized for irrigating the vertical farm in the roof top as well for cleaning activities. Water efficient fixtures, automated taps with sensors are used to avoid water wastage. The water usage index is 90L/person/day. Water from condensate recovery is used for cleaning and irrigation.



Waste Management

Color coded recycling bins are provided for each corridor, Offices and E-Wastes. To support Dubai’s 85% waste diversion goals as well as reduce the company’s overall carbon foot print we compost the food waste that is generated from catering as well from staff dining. Food is segregated through bins and taken to the composter of 120kg capacity and turned into high quality compost. The resulting compost is then used to grow salad plants in the building’s vertical rooftop garden, helping the company to close the loop and create a circular economy. While we are serving meals to our 5,000 staff, we are saving up to 400 kilos of carbon and around 200 kilos of food waste every day.



Vertical Roof Top Farm

Farnek has developed a 240 sqm vertical roof top farm in its new staff accommodation building in Jebel Ali, which is a cutting-edge sustainable building initiative. It is an excellent example of Urban Farming, in which the physical environment is used to give employees with access to healthy, economical, and fresh produce. In a city like Dubai, where landscaping area is limited and fresh natural organic food is out of reach for most people, the vertical farm allows food crops to be grown on a small scale while benefiting from better upkeep, healthier plants, easier harvesting, and higher yields. Over 3,000 leafy greens, such as lettuce, coriander, kale, and spinach, as well as tomatoes, cucumbers, eggplants, capsicums, and chilies, are grown on the farm and delivered directly to the personnel as fresh salads, supplementing their nutritional needs with organic vegetables. Furthermore, Farnek implemented this technology as part of our closed-loop circular economy, which includes the use of condensate water for irrigation and food compost made from food waste generated by staff meals. The garden also has a nursery where seedlings are grown. The compost from the food composter is utilized to create new seedlings in the nursery.

 <p>Easy access to fresh organic nutrients enriched leafy food</p>	 <p>Promote green buildings & sustainable cities concept in a built environment like labor accommodation</p>	 <p>Introduces innovative initiatives in farming & water management by reusing waste water</p>	 <p>Demonstrating closed loop circular economy by growing food from recycled food waste</p>
 <p>90% more water efficient than conventional farming and Aquaponics</p>	 <p>Reduces carbon emissions and foot print</p>		

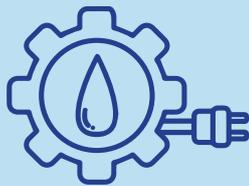
Our Environmental & Sustainability Targets

Targets

Energy and Water Consumption

Reduce energy and water consumption in Farnek Village by

10%



Reduce in Farnek customers facilities by

5%

Waste Management

Maintain

80%

diversion ratio at FARNEK Village



Identify at least two new initiative for circular economy

Fuel Consumption



Bio Fuel
for Farnek Fleet

Renewable Energy



Implement two projects for a client on renewable energy mainly with solar

Community Contribution

Engage local communities for one community sustainability programme



Promote our participation in environmental drives and events to raise awareness

Carbon Emissions



Offsetting employee business trips



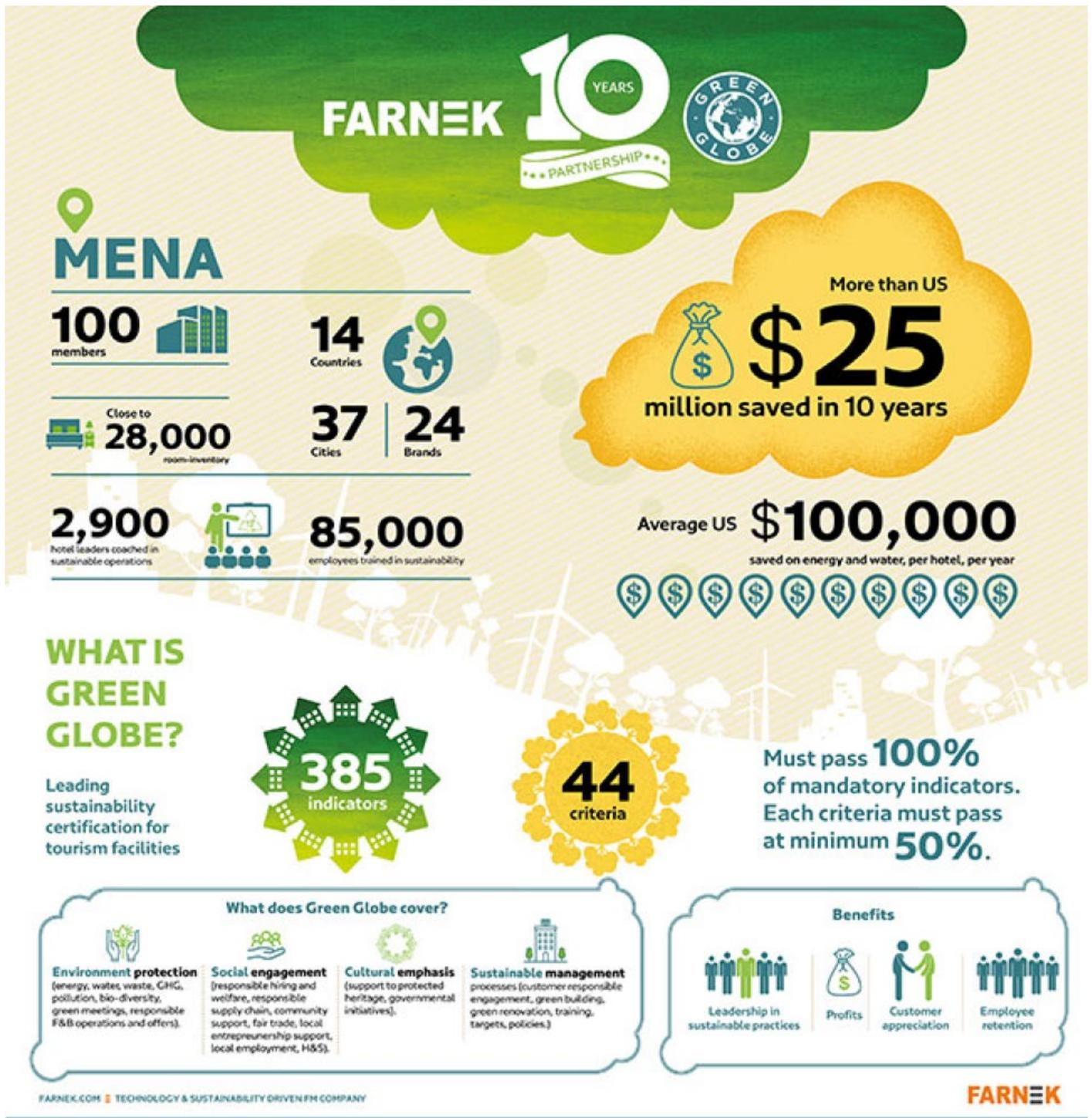
Organize Carbon Neutral Events for external client

Green Globe Partnership

Farnek has celebrated a decade of achievement with international sustainability certification body Green Globe. Green Globe is the leading sustainability certification for tourism facilities and businesses, providing them with a detailed framework (per department) on how to implement sustainability, practically. Having signed the original partnership agreement in 2009, over the past decade Farnek, on behalf of Green Globe, has audited and certified over 100 hotels and leisure facilities from 24 different hotel chains throughout the MENA region in 38 cities across 14 countries. Our sustainability consultants have also coached over 2,900 hotel heads of departments about the process of certification, the wider environment and cost benefits of sustainability. As such 85,000 members of hotel staff, responsible for servicing approximately 28,000 rooms, will have received environmental and social engagement training.

With Farnek's support, the process of Green Globe certification, has enabled members to save over 180 million kWh of energy, worth over \$20 million and nearly two million cubic meters of water which would have cost almost \$5 million dollars over the last 10 years and best hotels reached 51% diversion, generating additional income from waste rebates. Potentially an average sized, five-star city hotel can save as much as \$100,000 per year and in addition, waste recycling can also achieve up to 51%. Many Green Globe certified hotels have subsequently been recognized for their efforts through programs such as Green Hotelier Awards, Dubai Quality Awards, Dubai Sustainability Awards and other internal green awards, organized by their own management companies.





Carbon Management



Farnek is one of the first organizations in Middle East to offer carbon management services since 2010 and is also the first company to partnership with DEWA Carbon Offsetting project

In June 2021, Farnek signed partnership with German based company ClimatePartner. With over 3000 clients (including Canon, Nestle etc.), ClimatePartner is a leading solutions provider for corporate climate action. ClimatePartner develops solutions for calculating carbon footprints and offsetting carbon emissions in order to make products and services climate-neutral. The ClimatePartner label guarantees transparency and traceability in climate action – certified by TÜV Austria, the Austrian technical inspection authority.

This partnership gives Farnek exclusive privileges to provide consultancy for Carbon Management Services in the UAE and develop business with Clients in the MENA region.

Farnek also has access to ClimatePartner’s software tool and other necessary resources for successful delivery of carbon management services. Unlike traditional methods of calculating carbon footprints (for e.g.: via excel), this software tool provides a means to quickly calculate the carbon footprint of an organization/product and generate reports to help identify their carbon hotspots

Being one of the leaders in the sustainability industry, we deliver key sustainability turnkey solutions to clientele ranging from malls, leisure, entertainment, industries, educational institutions and hotels.



Accounting of Carbon Emission

Lowering the carbon footprint by accounting for emissions in the full life cycle of printed products.



Strong Competitive Advantage

Carbon neutral claims on print products are a strong competitive advantage in an increasingly environmentally conscious marketplace.



Emissions Generating Processes

Raw material acquisition, Paper pre-processing, Prepress, Press Dampening, Postpress, Binding, Packaging ...

CLIMATE NEUTRAL PRINTING

Carbon Neutral Event

The events industry is a major source of carbon emissions. Not only does an event itself contribute to emissions through catering, the powering of the space and more, but associated emissions such as travel to and from the event can add up to hundreds or even thousands of tonnes of carbon emissions in a short space of time. UAE has set its 2050 target for Net-Zero Carbon Emission and in order to meet these requirements, businesses are trending towards setting various goals for carbon neutrality. Farnek has played a vital role in supporting stakeholders in certifying their events as Carbon Neutral. By calculating the event’s carbon footprint and offsetting these emissions through DEWA Chillers Station L Project, Farnek has successfully certified ‘MENA Green Building Awards’ and ‘Arabia CSR Awards’ as Carbon Neutral events.

FARNEK

Certificate

Partner in
climate action



EmiratesGBC
مجلس الإمارات للأبنية الخضراء
Emirates Green Building Council

Farnek Middle East L.L.C.

Carbon neutral event
Emirates GBC 10th Annual Congress

This certificate confirms the offset of carbon emissions by additional carbon offset projects.

CO₂-equivalents
8,236 kg

Supported offset project
Forest protection
Pará
Brazil

ClimatePartner-ID
17762-2110-1001

Issued on
29.10.2021

Use the following URL for more information about the offset and the supported carbon offset project:
climatepartner.com/17762-2110-1001

Plastic Feels Fantastic

Recycling PET bottles into our own uniforms & more

Farnek has launched its 'plastic feels fantastic' uniform range, developed in association with local plastic recycling company, Dgrade. Farnek recycles around 12,000 PET bottles every year from its head office and various offices in UAE and since Mar-2019 has turned them into polo shirts for its customer facing technicians through H&G division for home maintenance; each shirt carries Farnek's dedicated messaging for its sustainable clothing range, 'plastic feels fantastic', to help support a behavioral change in the wider community by educating, inspiring, including and encouraging them to recycle. We converted 90% of our uniform collection (excluding specialist H&S uniforms) and diverted a further 100,000 bottles.

We have integrated a closed-loop supply chain by linking our original "binless office" concept reaching up to 80% recycling success to a UAE-based recycling initiative that will take the PET bottles to have them used for creating uniforms. Farnek has a high consumption of uniforms.

We increased our educational awareness campaign, adding in our head office and camps a more visible see-through bin for PET bottles recycling designed by Dgrade for their campaign Simply Bottles. The objective was to empower our employees increase their PET recycling and see the results. These bottles are then collected by Dgrade and taken to their recycling facility about to be created in the UAE. Once the PET plastic is sorted, the plastic bottles are washed and then shredded into flakes. The plastic flakes are heated and melted to produce fibers for yarn production. This yarn can be woven or knitted in the same way as conventional fabric, helping to create a sustainable system for recycling waste back into everyday products, like clothing and accessories. The shirts are made from a performance fabric that wicks away moisture to keep our employees cool and dry. For every polo shirt created, Farnek diverts six water bottles from landfill.



Recycling PET bottles into Reusable Face Masks

Apart from making our staff uniforms, Farnek has also focused to create and promote the use of reusable face masks from used bottles, which is a growing necessity during the pandemic. By this initiative, we have avoided thousands of face masks into landfill and also demonstrated segregation & recycling as a best methodology.



Reducing Materials & Wastes

Paperless Office Initiative

At Farnek, we believe in taking small steps towards a larger goal and our paperless office initiatives are no different. Understanding the implications of procuring paper, we have taken several steps towards completely digitalizing our work place. By introducing these measures, we have seen a reduction in 277,380 sheets of paper, saving around AED 215,000. It also reduces our carbon emissions by 5.9 tonnes/year.

These initiatives include:

- E-procurement - Paperless supply chain
- E-sign - Paperless contracts
- Engagedly - Paperless HR process
- Smart Fleet management - Paperless trip sheets
- Smart PPM - Paperless maintenance process



Efficient Waste Segregation & Reuse

Waste segregation is often the most important criteria towards sustainably managing one’s waste, and Farnek has always been at the forefront of implementing efficient waste management and segregation at our facilities. Leading by example, we follow the concept of Reduce, Reuse and Recycle.

In our offices and staff accommodations, waste segregation bins are placed in strategic locations based on type and location of waste generated. Currently, we have placed two streams bins in each floor and have agreements in place with our catering service such as a take back policy to reduce food waste leftover food. Any leftover food from employees plates are sent to food composting machine.



Our Waste Segregation Initiatives include:

- Provision of garbage room for waste segregation & occupant disposal
- Segregation bins – based on waste types generated (plastic, paper, food, cartons, e-waste, PET bottle bin)
- Food waste segregation
- Supplier take back policy with outsourced catering
- Food compost utilized in the roof top vertical garden

Community Recycling Program

In Farnek, we don’t only engage our stakeholders, but we also encourage local communities to contribute towards recycling. Through our community recycling program, Farnek provides recycling boxes where local communities can participate by collecting old and used batteries.

These small alkaline batteries are mostly ignored and ended up in landfill. In this initiative, Farnek collects these recycling boxes when it is full and ensure it is sent to e-waste recycling company at Farnek’s expense. Till date 4,050 number of batteries have been diverted from landfill, saving 1.23 tonnes of carbon emissions.

- Alkaline batteries mostly ended up in landfill
- Through our Home maintenance teams, Farnek distributed small recycling bins to each household
- When full these bins are collected & sent to e-waste recycling company – Farnek paying the cost for recycling.
- So far 4,050 no of batteries have been diverted form landfill, saving 1.23 tCO2e.



Clean Up UAE Campaign

Farnek participated the “Clean Up UAE Campaign” organized by Emirates Environmental Group (EEG). It was conducted in the vicinity of Farnek Village in Jebel Ali.

This campaign saw participation from more than 38 employees across all of Farnek’s sites. The entire campaign was conducted in a safe manner, adhering to COVID-19 protocol, as part of which Farnek distributed various clean-up gear, trash bags and accessories to the volunteers. Temperature checks, PPE kits, sanitizers, and masks and gloves, were made accessible to all participants.

Almost 180 Kg of wastes were collected by the participants, which included general waste, paper & cardboard waste, plastic waste, and metal waste. The participants also ensured that the collected wastes were segregated properly to support UAE’s waste diversion goals and reduce wastes sent to landfills.

The campaign also created awareness amongst the community about local environmental issues with special emphasis on waste management, waste reduction and recycling. Participants of the “Clean Up UAE Campaign” are inculcated with a love for the environment, sense of responsibility and community involvement. Citizens that are exposed to this kind of environmental conscious behavior are more open to adopting sustainable modes of production and consumption in the long run too.



Closed Loop Circular Economy

Farnek is composting 125kg of food waste per day, at its state-of-the-art staff accommodation centre, Farnek Village. The resulting compost is then used to grow salad plants in the building’s vertical rooftop garden, helping the company to close the loop and create a circular economy. “All of the food waste from the staff dining hall is emptied into food waste bins. These are wheeled over to the composting machine, which uses special microorganisms to break down and decompose the organic waste. The process only takes between 24-36 hours and it reduces the original volume by 80-90%, so we end up with around 12-25kg of nutrient-rich fertilizer,” said Nadia Ibrahim, Head of Consultancy & Sustainability at Farnek.

Seedlings are grown in a dedicated nursery, in reusable plastic trays, which are lined with biodegradable bags, made from recycled potato starch. They are nurtured over a couple of weeks before being transferred into a small outdoor nursery. Once their roots have strengthened, they are ready to be planted in the main shade house.

Earth Hour



11

Total sites participated in Earth Hour



3416 kWh

Total savings in electricity



1.5 tonne

of CO2 emissions reduction



6478km

Equivalent to distance travelled by an average passenger vehicle

Farnek successfully concluded the Earth Hour program for the 7th year gathering an increasing number of participating sites (11) and participants (210) across Dubai and Abu Dhabi, and saved 1.50t CO2e in one just hour. Sites are commercial and residential facilities managed by Farnek for which the owners have accepted to participate. The Technical teams switch off Lights all the possible common areas of the buildings just before 08:30pm on the Earth Hour Day and also switch off the Air Conditioning units whenever feasible following a pre-approved plan. Technical teams prepare a 60+ logo with candles in the respective lobbies of the properties and gather with Management, owners, tenants, office workers for visitors to celebrate Earth Hour and reflect on the meaning of this action for the planet. We are proud to be also managing the whole switch off of the Burj Khalifa the prime iconic building participating to the event.

Sustainable Transportation

To align with UAE National climate change plan and UNSDG for climate change, Farnek has introduced electric motorbikes Zero-DSR BF with max speed upto 130 km/h, with the objective to reduce the impact of fleet on environment and show advocacy in the future energy revolution, by offering rapid response services to more call-outs per day to our customers. Each e-motorbike will help Farnek to reduce carbon emissions of 15 metric tonnes annually compared with existing vehicles travel approximately 90,000 km per year.



Sustainable Procurement

With Farnek's undoubted commitment to sustainability, we decided to integrate environmental and social considerations into our procurement process to bring about a more positive environmental impact, by appreciating and prioritizing our suppliers that are exhibiting a similar green commitment.

Farnek initiated sustainability principles within supply chain process, supporting customers' eco-consciousness, to create long term valuable partnerships. The following aspects were evaluated

- Having CSR commitment and environmental management systems
- Ability to provide eco-certified and sustainable cleaning materials
- Efficiency in delivery and availability of materials

During the first phase, 98 of our suppliers were evaluated, which started by splitting them into four basic categories:

- Hygiene Consumables
- Electrical
- General consumables
- Sub-contractors





ANTI-CORRUPTION

Honesty, Integrity and Trust

Honesty, integrity and trust are at the heart of our business. Farnek does not pay, solicit, or accept bribes. This includes prohibition of providing payments or anything of value directly or indirectly to any government official, business partner, or individual for purposes of obtaining business or otherwise influencing their decisions in violation or applicable anti-corruption regulations and standards.

Our Code of Conduct provides a uniform understanding as to what is expected of our employees and embodies our commitment to excellent counsel and service to all stakeholders. The code is supplemented by our HR Policy & Procedures Manual, which addresses all such issues and are reviewed on an annual basis.

Farnek requires its employees to participate and complete mandatory training organized by the HR department related to our Company's principles and policies. In 2021, 100 percent of new employees were trained on these values and ethics. Farnek will continue to maintain this rate and ensure that all new joiners receive the required training and awareness. Training sessions are continuously updated to improve the quality and adherence to new policies and procedures as well as a concentrated effort by our Training team to target employees who had not completed their trainings. We are committed to continuing this practice and adoption of new policies and procedures.

Finally, Farnek has a zero tolerance towards violation of such etiquettes and has shown its commitment by having strict policies and measures in place against corruption, reflecting our commitment to the 10th Principle of the United Nations Global Compact.

As a company, we are committed to ensuring our business is run in a sustainable and ethical manner. We look forward to our continued partnership with the United Nations Global Compact as we move forward with our commitments to the Compact principles.



TECHNOLOGY & INNOVATION

Farnek HITEK Solution 4.0

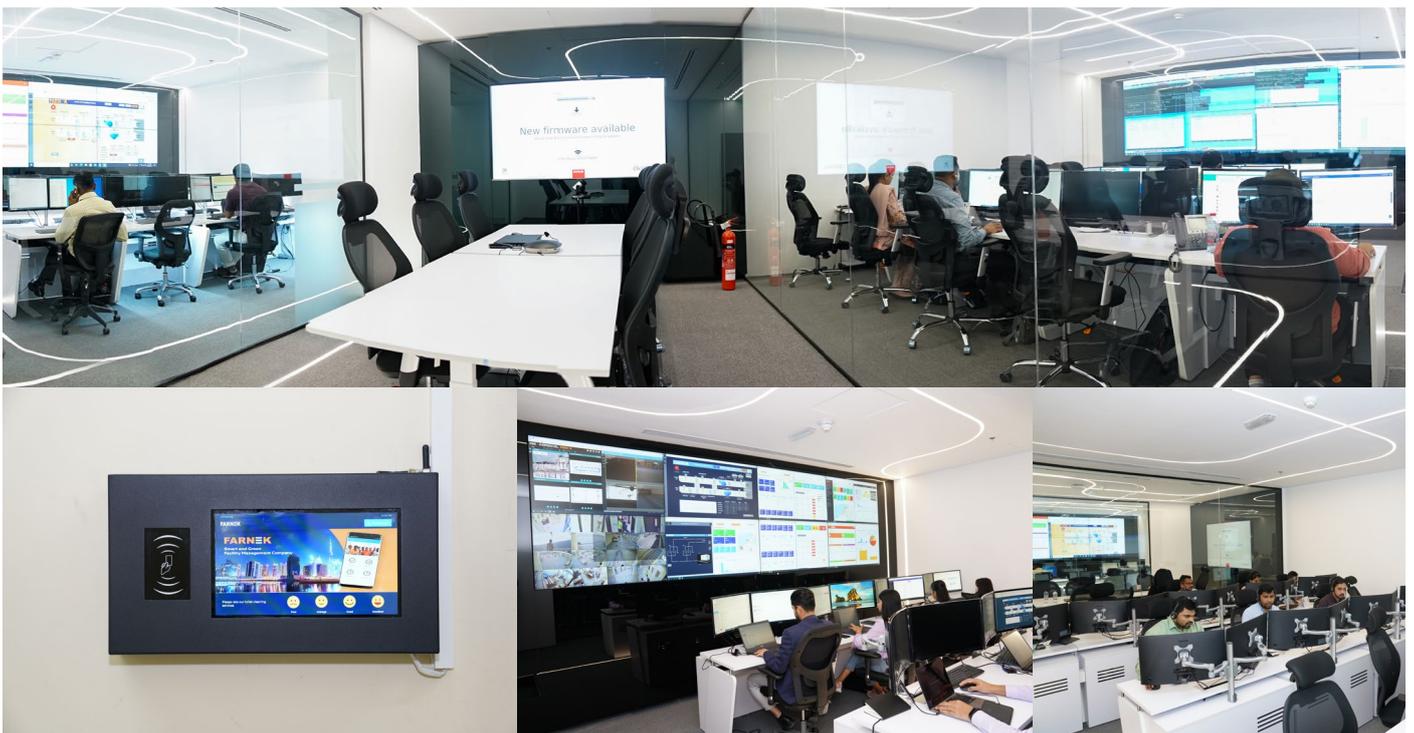
Farnek has introduced its new 24/7 command and control room, located in Farnek Village, the company's new staff accommodation centre in Jebel Ali.

Through its 5G and Wi-Fi 6 enabled, operational 'nerve centre', Farnek will be able to take advantage of increased bandwidth, ultra-low latency and enhanced security, to connect assets from multiple sites, so that they can be centrally monitored and managed. This will allow Farnek to rollout connected and transformative applications of technology that not only uplift the face of FM digitalization, but also offer enhanced efficiency. This is achieved through the concept of a digitally connected workforce and customers, to its in-house stream of technically advanced and cost-effective solutions, utilizing the Internet of Things (IoT), Cloud, Machine Learning (ML) and Artificial Intelligence (AI) based technologies, amongst others.

Farnek's HITEK solution 4.0 will save its customers significant amounts of money. The company has estimated that it can save up to 17% in manpower costs after traditional FM operational management has been transferred to HITEK's smart management. In addition, through IoT sensors, there is also the massive benefit of predictive and proactive maintenance, which can reduce downtime and improve the lifecycle of assets, facilitating remote monitoring with a fully connected and mobile workforce.

So far, Farnek's award-winning in-house technology team has developed initiatives such as a smart washroom, wearable technology, eProcurement, telematic solutions, facial recognition, as well as benchmarking and forecasting software to make buildings more sustainable.

As the technical specifications of 5G continue to evolve and expand, that will capture and encourage even more advanced IoT and AI applications, which could start to become a reality next year. So, we want to be ready to capitalize on these market opportunities, just as soon as the technology and connectivity is available. Standalone 5G deployment consists of user equipment – the RAN and NR interface – and the 5G core network, which relies on a service-based architecture framework with virtualized network functions. Network functions that usually operate on hardware, become virtualized and actually run as software.



Smart Fleet

Farnek has launched an in-house smart fleet management solution that will not only optimize the performance of its transport fleet, but also improve service delivery to its customers. The solution, which covers Farnek’s entire transport fleet of more than 245 buses, vans, and cars across the UAE, was built by its in-house technology division, which after a lengthy process of research and development, has simply and ingeniously adopted and adapted the latest smart technology to produce a homemade solution.

Using Farnek’s live administrative portal, the operational staff at its logistics centre compare vehicle inventory with the current and scheduled demand and issue instructions to the drivers (each vehicle is fitted with a dedicated smartphone loaded with an app).

The drivers log in, accept the notification based on a QR code sent to the smartphone in the vehicle and start their journey. The app automatically calculates and compares the estimated and actual journey times and presents the driver with Google Maps-based navigation, to show the most time-efficient route to take. The operational dashboard can also generate incident reports, organize new transport schedules, search for the nearest and most relevant available vehicle, correlating with customer demand. A whole host of reports can also be generated by the system as well, from vehicle assignment and utilization to monthly expense reports. There’s also a driver’s module holding driving documents and records of any previous incidents or violations.



Farnek's entire transport fleet of more than

300+

BUSES
 VANS
 CARS

ACROSS THE UAE

FARNEK SMART FLEET

Live Tracking

Online Vehicle & Driver Inventory

Live Reports

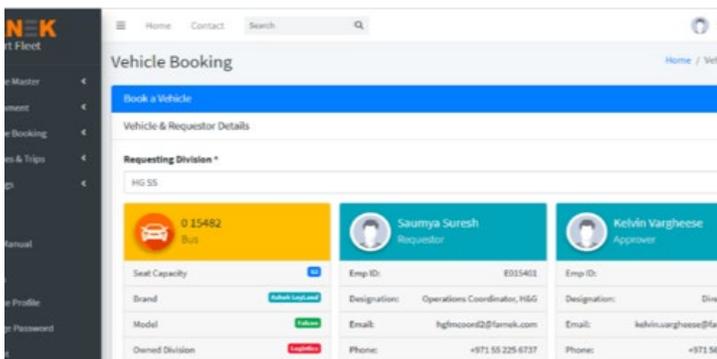
Online Incident Reporting

Easy Trip Scheduling

Records all Vehicle Expenses

Reminders for the renewals and payments

Easy vehicle booking/ requesting system



Smart Washroom

Based on the principle that washroom in shopping malls have occupancy variation (which can vary differently according to the areas they area and timings they are located in) and in the objective to optimize our manpower allocation to the more relevant areas to better serve the visitors, Farnek’s ICT department developed a robust concept via IoT (Internet of

Things) that provide information on the following:

- Number of visitors per washroom Air Quality
- Air Quality
- Consumables consumption (hand paper and soap)
- Wetness ratio
- Satisfaction survey

The objective is to set trends of occupancy, consumption, indoor quality of the washroom in order to design predictive cleaning, trigger task logging to the cleaners and to the store department but also to the maintenance team. We can also define at any point of time the satisfaction level of the customer in parallel with the number of cleaners’ onsite to define the efficiency ratio of our operations.

After meeting numerous suppliers whose solutions were not complete and not FM driven, the project was 100% designed in house.



Benefits for the visitor

- Clean Washroom at all times
- Opportunity to provide feedback
- Improved Air Quality



Benefits for the customer

- Possibility to re-evaluate with data the accuracy of the manpower requirements.
- More flexibility in allocating the manpower per zone and timing.
- Possible cost reduction in manpower & materials



Benefits for Farnek

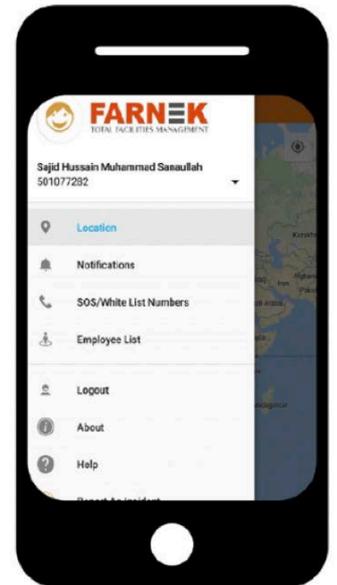
- **Data acquisition** for the paper and soap to ensure at all times its availability, anticipating the shortage and urgent calls from cleaners.
- Better management of the workforce to be attributed to meaningful areas and therefore serving at best the customers and the community Innovation milestone and moving to predictive cleaning.
- Data Acquisition for water consumption analysis.

Smart Watch v2.0

What is the Farnek Smart Watch?

Farnek’s Smart Watch in an android watch that provides information on time attendance which is linked to payroll, and its app is integrated with its HR, HSEQ, auditing, training and development and communications systems. It has been totally designed in-house through Farnek’s ICT department in terms of operational concept and software integration and reporting. It involved research of the best watch, trials with HRMS integration, and training to the thousands of employees that are now using it.

The purpose of such a solution is mainly due to the fact that we manage large sites where our employees are remotely located and difficult to reach. In 2018, we launched the version 2 of the watch which is able to send work orders from the CAFM system, can receive whatsapp messages and integrate a camera. It therefore has an increased capacity. Facts: More than 2,000 employees have received training and use the watch.



Benefits for the employee

- Can contact supervisor in case of an emergency
- Can communicate with 5 numbers through the watch without having to carry a mobile phone which can be disturbing the process of the job
- Can request support
- Overtime payment is not debatable and it increases the speed of the payment



Benefits for the customer

- Receives reports of attendance that ensure a transparent evaluation of the presence of the manpower in their facility
- In case of incident or control, the client can immediately locate which employee was allocated to the task and justify the presence



Benefits for FarneK

- for the paper and Increased attendance level
- Increased communication and employee's satisfaction
- Increased Health and Safety control
- Reduced time in payroll payment.

Flexi-Guest App for Hospitality

Farnek Hotel Management, our hospitality division, has developed a ground-breaking hospitality app that digitalizes a hotel guest’s journey from the initial reservation through to check out. The app which was developed in-house by Farnek’s award-winning technology and innovation division, interfaces with the hotel’s property management system (PMS) affording guests a whole suite of services from uploading travel documents, such as vaccination certificates, ordering a car on arrival, room service and laundry. The hotel app can also send automated electronic updates and alerts to the guest, as well as e-registration documents, e-invoices and e-receipts, all in one convenient space.

Flexi-Guest achieves three main hotel objectives. First of all, it offers the guest an enhanced experience, providing a seamless pre-arrival and check-in procedure. Secondly, during the stay, guests can order room service in advance, have laundry picked up or delivered, request early or late check outs, invoices or order a car to go to the airport. Because the app manages secure online payments, the guest doesn’t even need to physically visit the reception.

This Customer mobile app is developed specifically for Farnek’s hospitality division clients, enriching customer journey, making many front office processes online. In fact, as a Facilities Management (FM) provider, Farnek has been supporting hotels and resorts to become more sustainable over the past 15 years. Farnek’s Hotel Optimizer software, can record, analyze and benchmark a property’s energy and water consumption, as well as waste generation, along with expert recommendations to operate more cost-efficiently and sustainably.

Hitches & Glitches Customer App

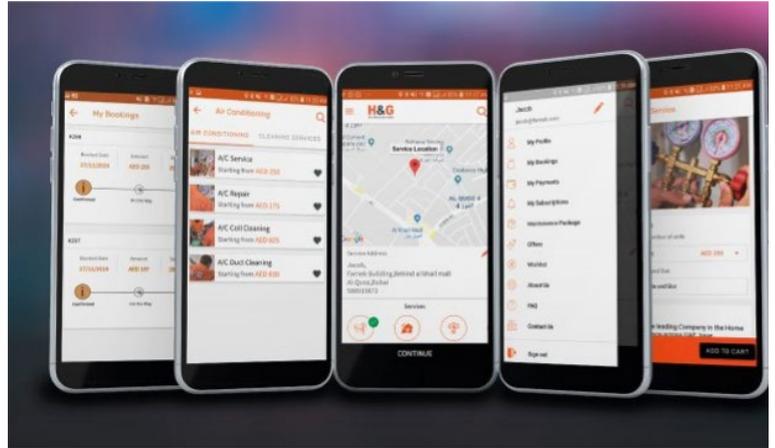
Our home maintenance division, Hitches & Glitches (H&G), launched an Uber-style home maintenance tracking app. The smart technology platform, which is the first of its kind in the region in the home maintenance industry, will enable owners and tenants to follow the progress of their home maintenance service requests from reporting the issue to job completion. The platform tracks the exact arrival time of the technician live on google maps, it also allows customers online approval for the cost of materials to complete their home repair.

With an experienced and professional team of over 100 technicians, H&G’s new app will cover all forms of maintenance and repairs from electrical and plumbing works, to water tank cleaning, air conditioning and swimming pool maintenance, smart home product repairs and updates, gardening, cleaning and general handyman jobs.

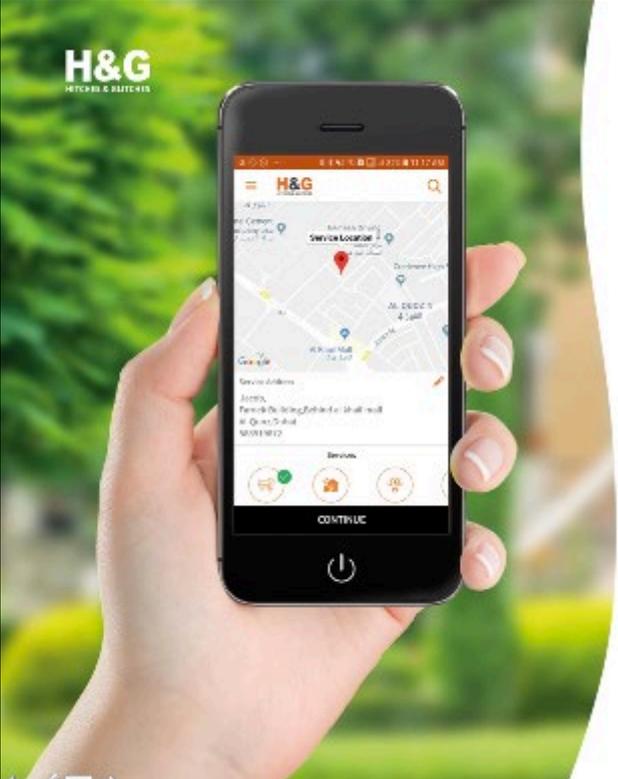
Javeria Aijaz, Senior Director – Technology and Innovations, Farnek, said: “With a real-time tracking system which is linked to Google Maps, our customers will be able to track the location of their technician and their exact arrival time through the app.

As well as providing home maintenance tracking, the app also allows customers to provide reviews, raise complaints, browse H&G’s wide range of maintenance packages, subscribing to a suitable package, or indeed customize their own package specific to their individual needs.

App-users can also make payments via the smart platform through Google and Apple Pay for any parts or works carried out in their home, offering a fast and simple way to pay online and further adding to the convenience credentials of the app. Users will also be able to keep up to date with H&G’s latest products and offers.



Not only does this new platform provide an innovative service offering for customers, but it will also provide an effective and efficient dashboard for H&G’s technicians, with all jobs now assigned electronically through the app.



H&G APP

Download the first Uber style Home Maintenance Service App

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 Download on the App Store 

FARNEK H&G
ENERGY, CLEAN & LIGHTWEIGHT MAINTENANCE COMPANY

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RECOGNITION & AWARDS

Awards

Facility Management Awards 2021

In 2021 Farnek walked away with an award and celebrated another successful year in driving technology, sustainability and innovation.

- Highly commended award for Cleaning Company of the Year category
- Sustainability Initiative of the Year award for its Vertical Farm initiative
- Highly commended award for Technology Implementation of the Year for its Smart Fleet Management implementation.
- Facilities Manager of the year



Gulf Sustainability Award 2021

Recognized and awarded Silver category at the Gulf Sustainability awards for Green Building initiatives for Farnek Village in terms of energy, water, waste, vertical garden, command room and staff welfare.



Smart Built environment Award 2021

Runner Up of the 'Sustainability Award - PropTech' Category



GCC Best Employer Brand Awards 2020

- CHRO of the year Award
- Excellence in HR through Technology



CXO 50 Awards in Technology

Senior Director of Technology & Innovations, Javeria Aijaz for winning at CXO 50 awards in technology.



Communication

Farnek is very open on sharing information to our industry stakeholders through press communication with more than 20 published article a year on how to better run an FM company or share our success stories. We area also regularly interviewed. We also attended more than 15 events as sponsors and speakers on Facilities Management and Environmental practices. Our social media on LinkedIn, Twitter and Facebook get updated as soon as we have news, which means nearly every second day. We have reinforced our marketing department this year to be able to use the video and graphical trends.

Communicating about our best practices and the market trends is critical for others to understand that sustainability is possible and is beneficial to building and companies. Farnek wants to show the way to the industry and our customers to make them comfortable with the concepts and have them started.

Our CEO, Markus Oberlin, has ranked No. 4 in the 2020 Facilities Management Middle East Magazine fmME Power 50 list of most influential individuals.

POWER 50

POWER 50

THE REGION'S TOP 50 FM ENTITIES IN 2020

This year has been excruciatingly challenging. However, in compiling this year's list, I felt proud of reading and knowing about the new innovations and practices of various FM firms this year. Initially, it was all about survival, but that soon turned into opportunities. It is heartening to hear about such accomplishments during such a time.

As with the process of this listing, this year too we sent out a questionnaire a couple of months back, and received the data we needed. Again, some companies furnished all the details and a few revealed less as a result of confidentiality, which meant we had to surmise positions based on the company activities in the year 2020 and publicly available information. And then again, a few did not respond, and we have still included those as we felt they were pertinent.

This list is both objective and subjective in nature. With the amount of parameters (revenue, profits or projects) in the FM industry, there is no single point of assurance. However,

the more the information provided, the better will be the ranking.

Given this, the list as you know is debatable and in no way a reflection on your performance. Our objective is to list those who are active in the FM space.

This year the FM sector was pushed into the forefront of the ongoing pandemic. Several FM firms have adapted and come up with innovative trends that have affected us as a safe and hygienic environment. I would say now that there has been a change in mindset in perceiving the FM sector as an industry wielding a much greater responsibility in safeguarding our environment and ethics.

I believe being in this list is commendable in itself!

About the author
Rajiv Kavintran Pillai is the editor of Facilities Management Middle East.

FARNEK

4

MARKUS OBERLIN
CHIEF EXECUTIVE OFFICER

It is now 40 years since Farnek was founded and has grown into one of the largest and most recognizable independent FM companies in the region, operating across all seven continents, says Markus Oberlin, CEO of Farnek.

Farnek has a comprehensive offering across both hard and soft FM disciplines, including bespoke technological initiatives and sustainability audits. In terms of security services, Farnek acquired Curtis, one of the top ten companies in the UAE's security services sector earlier this year including 1,800 staff.

Oberlin adds: "This new position Farnek as one of only a few TFM companies in the UAE to hold a security license in Dubai, Abu Dhabi and the Northern Emirates.

"However, 2020 will forever be remembered for Covid-19 and during the early days of the pandemic, Farnek was one of the first FM companies to pilot a sanitisation gateway which disinfects all staff upon leaving and returning to their accommodation centres. Its teams were protected and can't inadvertently spread the virus should they become exposed."

Farnek implemented a new contactless face recognition system to measure the temperature and monitor the attendance of its employees, in line with Dubai Municipality regulations.

In terms of quality, Farnek, was the first FM company in the region to successfully comply with the world's first standard dedicated to FM systems ISO 43001:2018. It is also a member of the British Institute of Cleaning Science (BICS).

Moreover, in August, Farnek achieved GRAC STAR accreditation for its head office facility in Dubai, the first FM facility to be accredited by the Global Biotech Advisory Council (GBAC), a division of IBRA, the global cleaning industry trade association, in the Middle East.

Some of the major contracts the company is involved in the next 12 months are Expo 2020 Opportunity District hotel facilities management services, Dubai Airport Terminal 3, J, concourse B, Dubai Cargo Village and DPWC (off services) and Yas Viceroy Hotel (off facilities management services).

EMPLOYEES: 4,000
OPERATORS AND ENGINEERS: 1,300
FEMALE STAFF: 250

Number of years in his role: 10 • Total number of years in the company: 40 • Number of years in the Middle East: 10

Sustainability | Farnek

The Road to Carbon Neutral Printing

UAE-based FM Consultancy Farnek helps printers to become carbon neutral



the importance of this very point of carbon neutrality. Farnek is a Swiss owned independent total facilities management (FM) company established in the UAE since 1980. Farnek has a sustainability department and also works as a full-fledged consultancy service in the Middle East. Some of their iconic clients in the UAE include Itaj Khalifa, the Dubai Mall, Dubai Airport, and some prominent companies in Abu Dhabi.

The company boasts several awards for their initiatives in energy management, waste management, etc. "We are partners with Green Globe, an international certification body for the hospitality industry. And carbon management is integral to our sustainability strategy, which we initiated more than a decade ago," says Ibrahim.

According to Ibrahim, the concept of carbon management is picking up very fast in the UAE and for companies, including big corporations' carbon metrics is inclusive in the ESG (Environmental, Social and Governance) reporting procedure. Many organizations and industries are committing themselves to efficient carbon reduction as part of their sustainability objective and commitment towards the fight against climate change.

We are also promoting this concept to the printing industry, which is often vilified for their excessive carbon emissions, from cutting down trees to the waste generated from printing.

Farnek has an agreement with Munich-based ClimatePartner, an international solutions provider for corporate climate action, to provide consultancy for a full range of life cycle carbon management services in the Middle East. According to ClimatePartner, up to 25% of the printing presses in Europe have climate neutral printing products and demand is increasing, not only in Europe but worldwide.

Already sustainable changes have been seen with an increase in the use of FSC (Forest Stewardship Council) certified paper which comes from managed forestry rather than from virgin forests.

The Carbon Management Process for printing involves three stages. This includes the calculation of CO2 emissions of the whole printing process of a company, calculating the carbon footprint of an individual product say for example office paper or a brochure or a book for a specific order and offsetting the emissions through an approved Carbon Offset Program.

Numerous well known publishing houses have many of their books printed using carbon neutral paper, and the trend is certainly picking up," says Ibrahim with an air of confidence. Increasingly more and more customers are demanding carbon neutral print products as part of their sustainability objectives as well.

Put succinctly, the definition of carbon offsetting is the action of compensating for carbon dioxide emissions arising from industrial, commercial or human activity, by participating in sustainable schemes or projects, designed to make equivalent reductions of carbon emissions into the atmosphere. Carbon offsetting is approved by the United Nations Clean Development Mechanism (CDM).

This allows countries to fund greenhouse gas emissions-reducing projects in other countries, and claim the saved emissions as part of their own efforts to meet international emissions targets. Explains Ibrahim, "The objective of the United Nations is to let companies do their business damage

UPDATE

The ce Social i compos while | object several turing regardi Farneki Partnee tion th the wo from d carbon produc nationu "Canon

“ The biggest challenge to conservation globally is the steep rise in carbon emissions **”**

Nadia Ibrahim
Head of Sustainability at Farnek Services

The COVID-19 pandemic came as a severe jolt, creating socio-economic issues that impacted society like never before. But come to think of it in a more positive way, it is here that a realization for environmental protection grew manifold. There was an urgent need to consider the ecology as an investment for the future.

The biggest challenge to conservation globally is the steep rise in carbon emissions from industry and motor vehicles. With climate change and pollution, utmost priority is being given to protecting the environment while at the same time undertaking much-needed development initiatives. And for this, governments all over the world have begun to focus their efforts on becoming carbon neutral.

In a recent online meeting, Nadia Ibrahim, Head of Sustainability at Farnek Services, shed more light on

ME Pulse October - November 2021

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fm update

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Farnek installs sanitisation gateway to fight coronavirus

The company is set to roll out the sanitation system to all its accommodation centres across the UAE

SANITISATION → Farnek has installed a sanitisation gateway which will disinfect all staff, upon leaving and returning to their accommodation centres.

The disinfectant system works via a Fog Gate, or disinfection tunnel, which sprays staff with a highly efficient, non-toxic, pH-neutral and durable disinfectant. The mist is completely harmless and dries in seconds, after employees pass through. The gateway is regularly sterilised and cleaned by a team of

