

**AI BARAKAH HOLDING  
ANNUAL SUSTAINABILITY REPORT  
2021**

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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 require 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 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

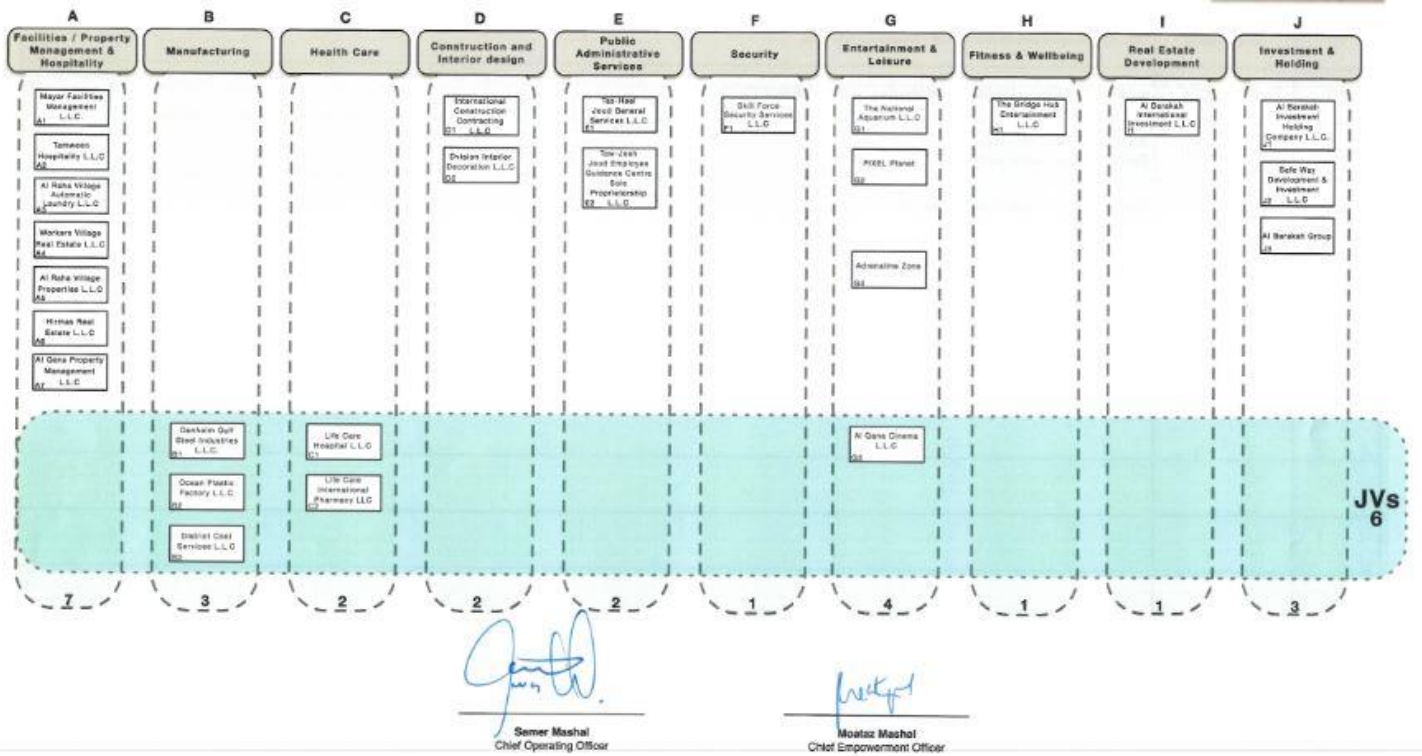
Our Aspiration is to set new standards in everything we do.

### Our Mission

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

# What We Do.

## Our Business Units



## Al Qana Development



### About Al Qana

Al Qana is a unique waterfront destination bringing a new definition of social dining and entertainment in Abu Dhabi. The development is one of the much-anticipated touristic landmarks in the capital featuring seven anchor destinations spanning over 2.4km of scenic and picturesque waterfront walkways. Al Qana offers residents and visitors a unique collection of attractions with state-of-the-art facilities. From waterside restaurant and cafes, the largest standalone cinema in Abu Dhabi, the Middle East's largest aquarium, first-of-its-kind lifestyle hub including wellness facilities, first to the UAE VR world and E-sport hub, kids' zone, Adrenaline zone, and park, a marina, and landscaped community spaces. We aim to encourage social interaction; hence the whole destination has over 50% of the leasable area dedicated to entertainment, family fun, and enjoyment.

a Riviera-style marina, convenience store to cater to all your daily needs, and landscaped community spaces aiming to encourage social interaction.

### Al Qana Operation

Al Qana is conceptualized, developed, constructed, and currently operated by Al Barakah International Investment.

### Al Qana Districts

Al Qana has seven districts spanning 11 destinations.

## Al Qana - Entertainment

Al Qana is the ideal destination to leave behind the busy city and experience an atmosphere that leaves you feeling rejuvenated, excited, and alive. Connected by four traversing bridges, visitors can stroll leisurely along the boulevard experiencing the absolute best in dining, entertainment, retail, wellness, and adventure.

Designed as an energetic, fun-filled destination for the whole family, the space lends itself to an abundance of immersive experiences from on-ground water shows, live performances and concerts, interactive gaming hubs, and underwater aquarium adventure.

## Al Qana – Sustainability Approach

### Mission

Creating a moment for people to re-connect with nature.

### Vision

To become a role model in the field of conservation education through community engagement, in the efforts to preserve UAE heritage and help build a more sustainable future.

### Rehabilitation Center

As part of the facility, the Environment Agency – Abu Dhabi (EAD) and The National Aquarium have a rehabilitation center for injured animals

Helping to treat and rehabilitate hundreds of animals each year, a staff of 15 expert aquarists educate students and establish a center for learning.

All rescued animals will receive immediate first aid and will be transported to The National Aquarium for assessment, treatment, rehabilitation, and eventual release.





## 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 with the nation's vision for 2030.

We have partnered with globally renowned agencies from a variant range of industries that enables us to 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 a 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 projects 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 sceneries, 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 our projects are built on three pillars: Reliability, Efficiency, and Safety.

We established a leading facilities management company "Mayar Facilities Management" which operates 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:



AL Qana, New waterfront entertainment and leisure destination,  
Abu Dhabi



Residential Facilities,  
Three (3) Staff Residential cities with over 200 property Buildings.



Residents / Guests,  
Over 600 companies/clients with more than 60,000 staff/Guests.



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.



القرية العمالية  
WORKERS VILLAGE



قرية الراحة  
AL RAHA VILLAGE



مجمعات  
HIRMAS



COMMERCIAL  
& RESIDENTIAL

### 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 government to host a workforce of different categories.

Located at Mussafah Industrial Area in Abu Dhabi, the project is one of the 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 in Al Mafraq Industrial Area in Abu Dhabi hosts 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.



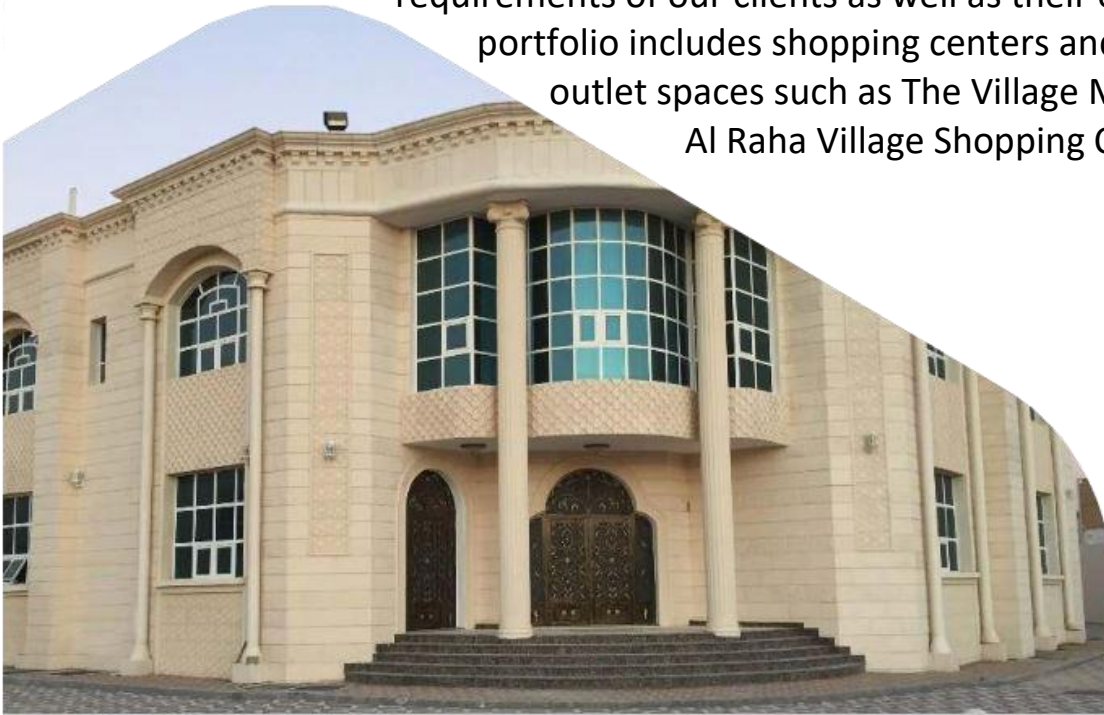
**Hirmas Village – AL Saadiyat**

“Himras Village - Al Saadiyat” is one of the high-quality innovative housing facilities established for the laborers 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 a total capacity 20,000 people across 56 buildings.



## Residential & Commercial Properties

Residential and Commercial properties, as well as entertainment facilities, are essential elements in the 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 (Musaffah) 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 the 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 daily, as well as to offices as an outsourced caterer.

The Tamween facility has 3 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 Mafrqah districts. The hospitals house the latest medical equipment and technologies to attend to a wide range of medication and illnesses.

## Security

### Skill Force

The safety and security industries are two 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 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.

Specializing in managing the security of large and densely populated residential villages is the 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 its deliverables through its subsidiary “D Vision Interiors Decoration”.

Al Barakah Holding has established an Abu Dhabi based interior design company, D Vision. Specialized 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 “was 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”, specializes 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 fourth annual Sustainability Report.

Our sustainability approach is driven by our core values which are 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 the 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 President & Vice Chairman.



### ANNUAL SUSTAINABILITY REPORT 2021 LETTER FROM THE PRESIDENT & 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 opportunities.

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 stakeholders.

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

#### Fouad Mashal

President & Vice Chairman  
 Abu Dhabi, United Arab Emirates  
 March 2022

 (+971) 2 555 1666   
  (+971) 2 555 1888  
 8355 Abu Dhabi, UAE   
  info@albarakah.ae

[www.albarakah.ae](http://www.albarakah.ae)

شركة البركة القابضة للاستثمار ذ.م.م - شركة ذات مسؤولية محدودة برأس مال مدفوع (150,000 درهم) | Al Barakah Investment Holding Company - L.L.C - Limited Liability Company with Paid Up Capital (AED 150,000)

## 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

To achieve our ambitions for the 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.



## Our Stakeholders.

Our commitment to understanding the needs and interests of our stakeholders in 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 Representa	<ul style="list-style-type: none"> <li>Feedback survey</li> </ul>	<ul style="list-style-type: none"> <li>Zones Corp approval</li> <li>On-time contract sign</li> </ul>	<ul style="list-style-type: none"> <li>Employee welfare</li> </ul>	1- Regular and timely Payments	Face-To-Face Call Center

S N	Stakeholder	Segment	Description (count, top 5 etc.)	Data Source	Stakeholder Interest/Needs	Stakeholder Expectations	Our Interest	Current Type of Engagement
			tives	<ul style="list-style-type: none"> <li>Focus group</li> </ul>	<ul style="list-style-type: none"> <li>offs</li> <li>On-time staff check-in</li> <li>Fully furnished rooms</li> <li>Cooking facilities</li> <li>Recreation facilities /services</li> </ul>	<ul style="list-style-type: none"> <li>Lifestyle standards</li> <li>Less complaints</li> <li>Security controls</li> <li>Minimal restrictions</li> <li>Food menu</li> <li>Food quality</li> </ul>		<ul style="list-style-type: none"> <li>E-mails</li> <li>Webpage</li> <li>Walk in</li> <li>Help desk</li> <li>Suggestion Boxes</li> </ul>
		Residents	Our Client Employees who resides in our villages		<ul style="list-style-type: none"> <li>Ensure Health and Safety</li> <li>Good and Hygienic meals</li> <li>Clean Residents</li> </ul>	<ul style="list-style-type: none"> <li>welfare</li> <li>Lifestyle standards</li> <li>Less complaints</li> <li>Security controls</li> <li>Minimal restrictions</li> <li>Food menu</li> </ul>	Our Residents satisfaction	<ul style="list-style-type: none"> <li>Face-To-Face</li> <li>Call Center</li> <li>Walk in</li> <li>Help desk</li> <li>Suggestion Boxes</li> </ul>
		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>	<ul style="list-style-type: none"> <li>1- Regular and timely Payments</li> <li>2- Following the village protocols</li> </ul>	<ul style="list-style-type: none"> <li>Face-To-Face</li> <li>E-mail</li> <li>Walk in</li> <li>Help desk</li> <li>Suggestion box</li> <li>Surveys</li> </ul>
		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>	<ul style="list-style-type: none"> <li>1- Regular and timely Payments</li> </ul>	<ul style="list-style-type: none"> <li>Call Center</li> <li>E-mails</li> <li>Walk in</li> <li>Surveys</li> </ul>
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)		<ul style="list-style-type: none"> <li>1- Regular and timely payments</li> <li>2- Respect their time schedule</li> </ul>	<ul style="list-style-type: none"> <li>1- Fixable paper work</li> </ul>	<ul style="list-style-type: none"> <li>1- Price</li> <li>2- Reliability and stability</li> <li>3- Quality and meeting the specification</li> </ul>	<ul style="list-style-type: none"> <li>E-mails</li> <li>Meetings</li> </ul>
		Supplies	Equipment Spare parts		<ul style="list-style-type: none"> <li>1- Regular and timely payments</li> </ul>	<ul style="list-style-type: none"> <li>1-flexible paper work</li> </ul>	<ul style="list-style-type: none"> <li>1- Price</li> <li>2- Reliability and</li> </ul>	<ul style="list-style-type: none"> <li>E-mails</li> <li>Meetings</li> </ul>

S N	Stakeholder	Segment	Description (count, top 5 etc.)	Data Source	Stakeholder Interest/Needs	Stakeholder Expectations	Our Interest	Current Type of Engagement
					2- Respect their time schedule	2- Set clear and achievable goals	stability 3- Quality and 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's 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 are taken together to 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 achieving maximum environmental and socioeconomic sustainability starting in 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 customers the highest value of their partnership with us, through dedication and excellence in what we do, all the happens through the continuous support of the local economy in the ethical and transparent practice.



**More than 91% of our suppliers and subcontractors are from a local source**  
To ensure maximum efficiency and minimum risks and carbon emissions



**0.73% of our employees are Local Emiraties**

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 yearly anti-corruption internal audits.

## Our Social Commitment (CSR-Social Disclosures)

### Key Facts in 2021



100% of our contracts in 2021 with our suppliers and subcontractors have a human rights clause and being viewed by our head of human resources.

Ref.# MFM/CWT/22/0006

suffers from. In case the Force Majeure persists for more than one month, the first party shall be entitled to terminate this contract without prejudice to any of its other rights under this agreement or by any other laws. Any extension to the period of providing the Services due to the Force Majeure shall be considered by the mutual agreement between parties.

#### 15- Protection of Human Rights:

Both parties shall comply with all the Human Rights local and international laws and regulations such as (Child Labor, Forced Labor, etc.). In case of either party' breach, the violator shall solely take the responsibility against such breach along with all the related tangible and intangible damages and losses. Further, the First Party shall be entitled to consider this contract automatically terminated without the need to prior notice or judgment in case of the second party's material breach to Human Rights without any liability upon the First Party or any indemnification to the second party.

16- In case of any contradiction between the articles of this contract and the Second Party's Quotation, then the parties shall be obligated to the conditions of this contract only.

#### 17- Waiving violations:

Either party's failure, in any occasion, to use its right in demanding the other party to comply with the terms of this Agreement, shall not be construed as a waiver of such party for such infringement or as an acceptance of such violation. Furthermore, no waiver of any party of the other party's infringement of any of the representations, obligations or terms provided in this Agreement shall constitute a waiver from its part of any subsequent infringement of the same representation, obligation or term.

#### 18- Severability:

If any provisions or articles of this contract shall be held to be invalid, illegal, unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected and the invalidity shall limit only on the same.

#### 19- Agreement Language:

This Agreement is edited in both Arabic and English texts, and when there is any contradiction between Arabic and English texts, Arabic text only shall prevail.

الأسباب القاهرة لمدة تزيد عن شهر يجوز للطرف الأول إنهاء العقد دون المساس بحقوقه وفقاً لهذا العقد أو أي قانون آخر وأي تمديد لفترة أداء الخدمات لأسباب القاهرة تتم باتفاق مشترك بين الطرفين.

#### 15- حماية حقوق الإنسان:

يلتزم الطرفان بكافة القوانين والأنظمة المحلية والدولية الخاصة بحماية حقوق الإنسان مثل قوانين (عمالة 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 أدنى مسؤولية على الطرف الأول أو تعويضات للطرف الثاني.

16- في حال وجود أي تعارض بين شروط هذا العقد وعرض الاسعار المقدم من الطرف الثاني، فسوف يلتزم الطرفان بشروط هذا العقد دون غيرها.

#### 17- التنازل عن المخالفات:

لا يعتبر تخلف أي من الطرفين في أي مناسبة معينة عن استعمال حقه في مطالبات الطرف الآخر بالالتزام بشروط العقد تنازلاً منه عن هذا الانتهاك أو قبولاً به وعلاوة على ذلك لن يُشكل أي تنازل من قبل أي من الطرفين عن انتهاك الطرف الآخر لأي من التعهدات أو الالتزامات أو الشروط المنصوص عليها في هذا العقد تنازلاً منه عن انتهاك لاحق عن نفس التعهد أو الالتزام أو الشرط .

#### 18- عدم الصلاحية:

لا يؤثر بطلان أو عدم قانونية أو عدم نفاذ أي من بنود وأحكام هذا العقد على استمرار نفاذ بقية بنوده وأحكامه ويكون البطلان هذا محدوداً فقط ضمن حدود ذلك البطلان.

#### 19- لغة الاتفاقية:

تمت صياغة هذا العقد باللغتين العربية والإنجليزية معاً وعند حدوث خلاف بين النصين العربي والإنجليزي فيُعتمد النص العربي وحده.

For and on behalf of First Party Head of Legal Department	Procurement Dept.	HSE Dept.	Second Party

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5.81% of our employees are women  
Compared to 3.37% last year

Keeping with AL Barakah’s core values, the management board continues working on their incentive programs which include empowering and nourishing employees, celebrating their achievements, compassioning, and supporting them through difficulties, standing by them and their families all through it, as loyalty and family .

Al Barakah Holding stressed the importance of where women stand nowadays and their role and contribution in leading, shaping, and developing society, which confirms the women employee’s rate.



## U LEAD Committee

A committee was formed from the employees to address their concerns and needs. The employee representatives (40 Persons) were picked by their colleagues to cover all ethnicities, gender types, Business units, departments, and job ranks.

When the Committee started meetings were held face to face by the leadership of the QHSES Dept.

The 1<sup>st</sup> Communication in progress was issued in July – 2020, it addressed different topics such as (Workplace Behavior, safety in Workplace, Employees' Salaries, and benefits)

The 2<sup>nd</sup> Communication in progress was issued in March – 2021, it addressed different topics such as (Workplace Behavior, Working Hours, Employees' Salaries, Increments, Promotions, Career Path Growing, Employments Benefits, Company's Processes & Sop, Paperless System, ERPS, IT Resources & Infrastructures.)





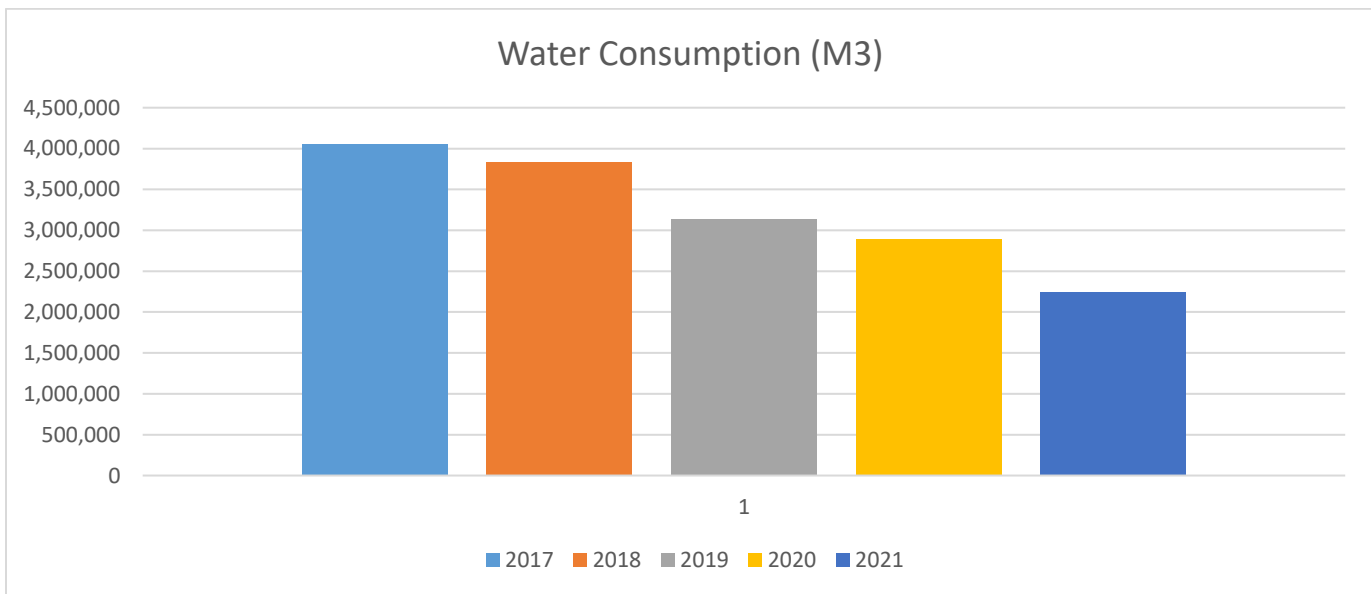
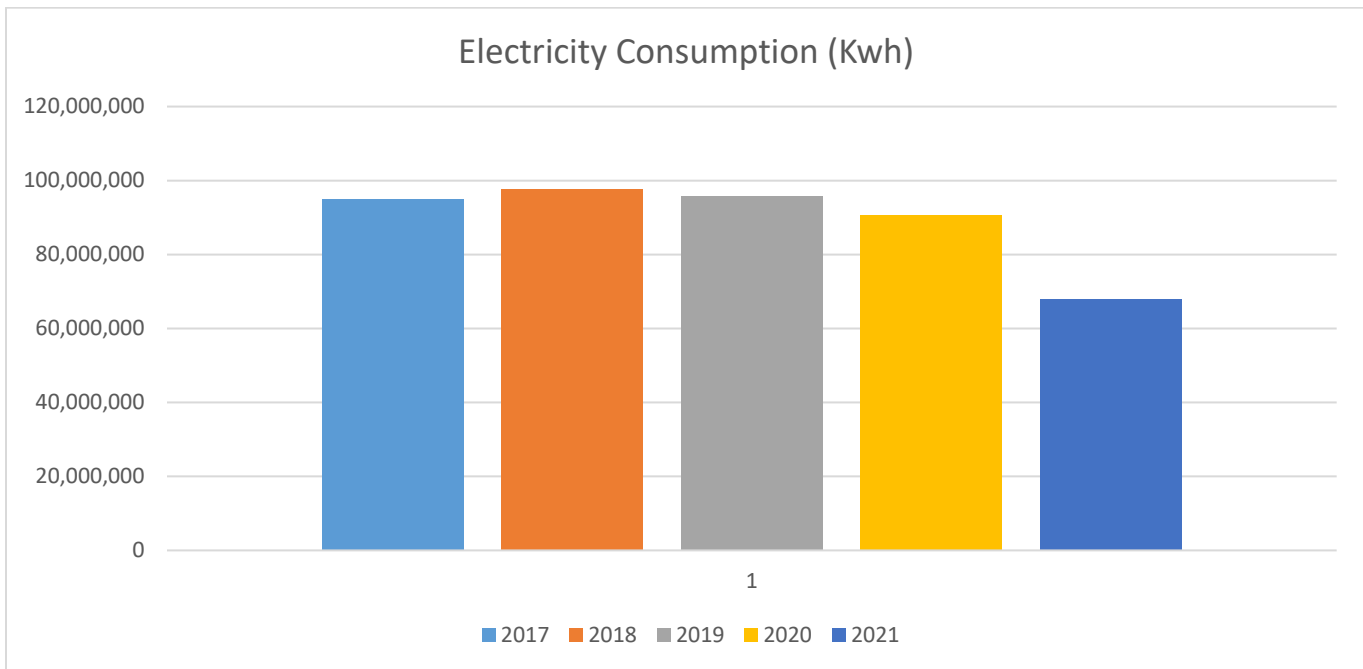
## Our Environmental Commitment (CSR-Environmental Disclosures)

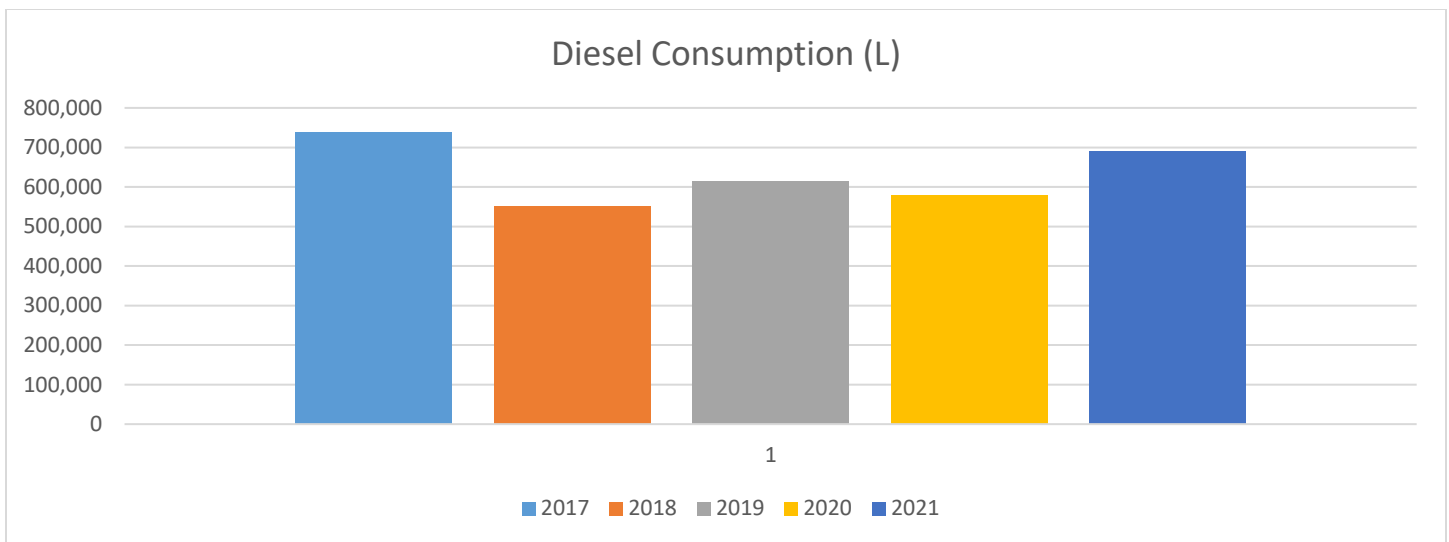
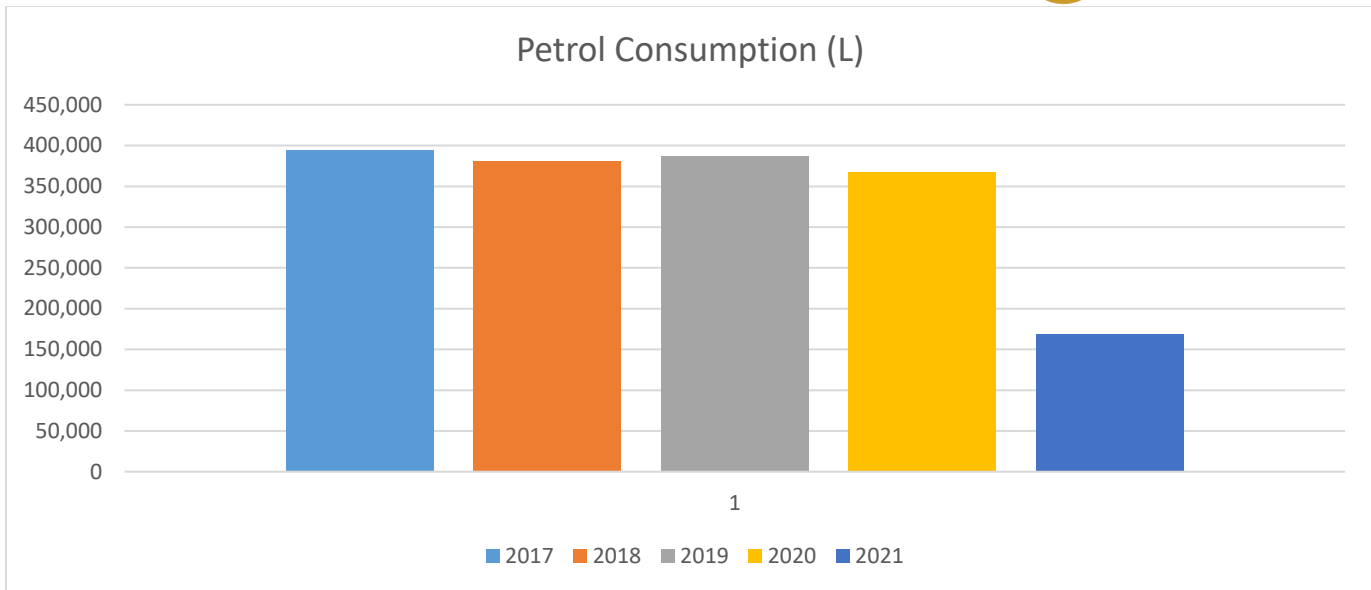
2021 was a breakthrough for AL Barakah Holding in terms of leveling up with our operation to improve our environmental impact, years of monitoring, recording, and comparing got us a clear idea about how to minimize our consumption and maximize our efficiency.

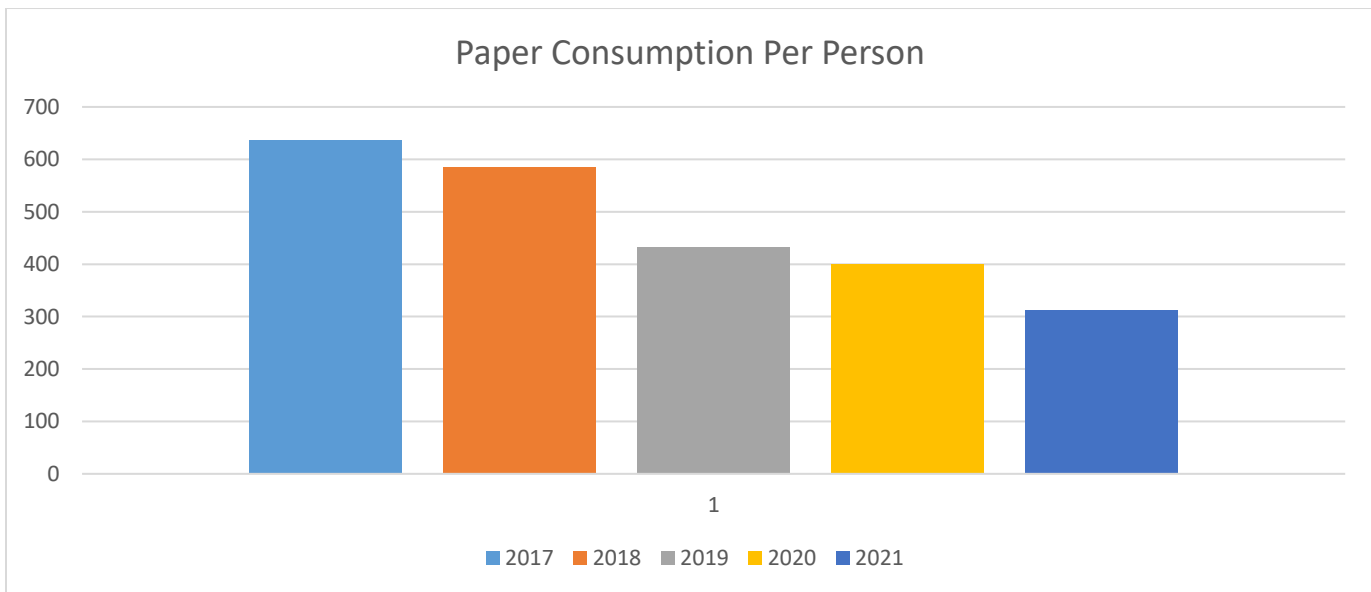
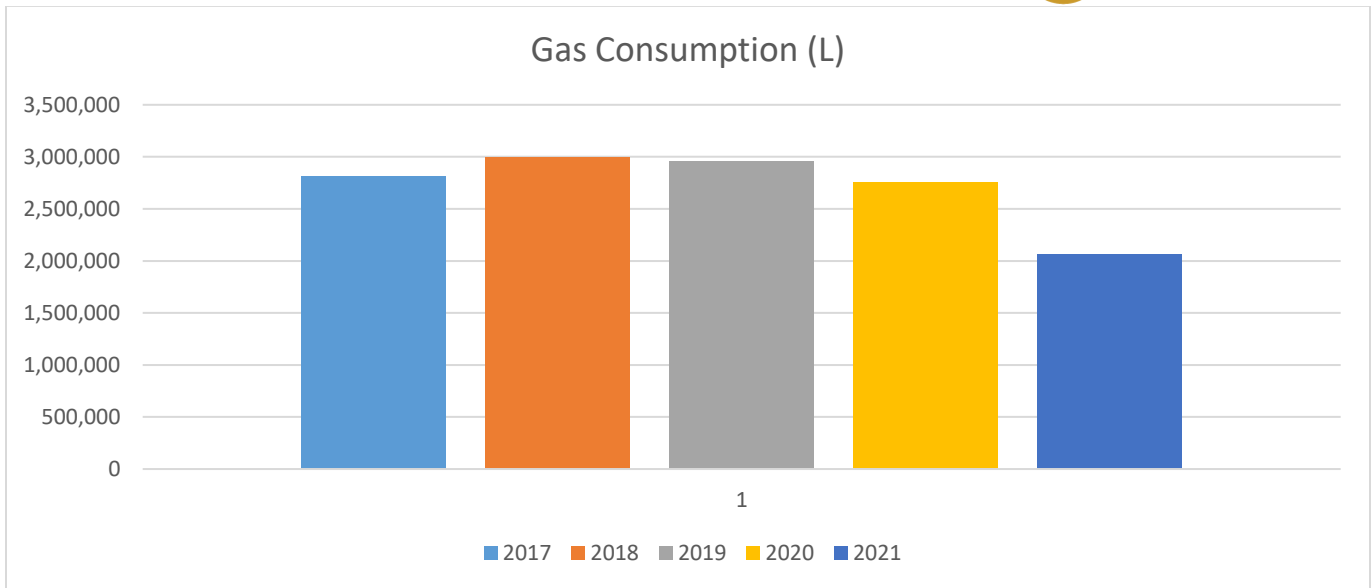
Al Barakah Holding is committed to achieving the highest standards of environmental sustainability, particularly in the areas of Energy Efficiency, Water Efficiency, Stewarding Materials, and waste management.

Following is our Environmental Performance.

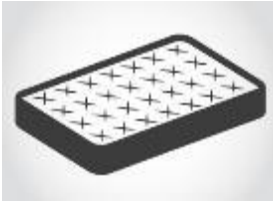








Key Facts and Figures.



100% of bed mattresses is coming from recycled material



100% of our suppliers have been HSE audited



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

## Compliance.

Who we are and how we operate as an organization is founded on the? 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 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)

Zones Corp (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**