

March 6, 2022

## Green Touches Communication on Progress 2020 - 2021



We believe in  
**a cleaner tomorrow.**

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events organized and moderated by Adrienne Doolan CEO, Green Touches

- **Statement of continued support by the Chief Executive Officer (CEO)**

*To our Stakeholders & Members of the UNGC Platform:*

*I, **Adrienne Doolan**, CEO and founder of Green Touches continue to pledge support for the United Nations Global Compact 10 Universal Principals. This Communication on Progress report continues to reflect our continued commitment as we pledge our support to and ensure that the 10 Principals continue to permeate all aspects of our business strategy and remains the very foundation upon which our business has been built.*

*From the founding of the company in 2015 we have aligned our business strategy and operations with the 10 Principals and strongly support and act upon them along with supporting the 17 Sustainable Development Goals (SDGs) and working with Sustainable referral partnerships and fellow UNGC members.*

*We are proud to share our Communication on Progress (COP) with our stakeholders to enable them to see that by choosing Green Touches as their services provider, they are supporting the 10 Universal Principals and our ongoing commitment to uphold the ethical values of our company towards creating a better future for all when it pertains to labour, environment, human rights and anti-corruption.*

**Ms. Adrienne Doolan**  
**CEO**  
**Green Touches**  
**Dubai, United Arab Emirates**

## 2. DESCRIPTION OF ACTIONS

### a. HUMAN RIGHTS:

As an ecological cleaning services company our task is to provide cleaning staff to our clients for commercial and residential projects. We choose our clients as they need to be in alignment with our company values, so the integrity of our company is not undermined. This ensures that our employees work in a valued and respected environment. We will never discriminate against creed, colour, age or sexual orientation.

Having and choosing clients whose values are aligned with our own, means that our staff can be confident that they will never find themselves exposed to any abuse or dangers.

All staff members are made aware of their rights within our company and informed and briefed by our HR Department in detail before they sign any contract with us.

### b. LABOUR

We work hard to obtain new projects which in turn provide necessary jobs for the immigrant population who are seeking employment in the United Arab Emirates. Our employees are often away from their home countries and loved ones, coming from strife ridden areas of conflict or areas of poverty with little or no employment opportunities. Retaining clients during the start of the Pandemic has been difficult. We suffered the loss of many clients both from commercial and residential settings. We went above and beyond to make sure our staff did not suffer during these difficult times. Unfortunately, we had to let go several staff members, we paid their gratuity as prescribed by the labour laws in the UAE and we sent them home to their home countries as employment was no longer an option for them.

We do not use recruitment agencies to obtain our staff members, as many of these companies exploit the vulnerabilities of those seeking employment in the United Arab Emirates and tend to extort large sums of cash for an 'entry visa'.

We never exploit the 'visit visa' status of an employee and prior to their visit visa expiring, we supply a permanent visa with us which includes all benefits i.e. fair salary, health insurance and accommodation and strictly adhere to the labour laws of the country of our operations, the United Arab Emirates.

We seek to ensure that our remuneration is fair and pay above the market rate to ensure sustainability for all. We are committed to be disrupters within our industry to make changes for our employees to provide better salaries and rights and to educate the market as to the importance of and the necessity of 21<sup>st</sup> century cleaning, and therefore this job should be respected, and salaries and working conditions should be a reflection of this.

We provide a toxic free cleaning service to our clients so we can be sure that our staff will also work in a healthy and pollutant free environment.

Attention is paid to all aspects of their health and safety. Each staff member has health insurance and safety at work is guaranteed as they are not expected to involve themselves in any hazardous work. We ensure their safety upon transportation daily. The transportation van is well maintained, and all are wearing and advised as to the importance of a safety belt.

Our staff are highly trained and given every opportunity to grow into new roles within the company. From 2020 to present we have moved 5 housekeeping staff members to more senior positions in the company along with higher remuneration.

## c. ENVIRONMENT

Our whole working process and day to day operations encompasses the protection of our environment and our fragile planet and thereby supporting the health of our staff and clients alike.

We carry out sustainable green cleaning, provide the market with sustainable clean technology solutions by means of our Aqueous Ozone (O3) machines, producing a most powerful general-purpose cleaner. We ensure zero waste and zero pollution to ground water. Using the Aqueous Ozone clean technology, we have no risk of accidents or any HAZMAT restrictions. Our clean technology and operations enable us to save water and energy and aids in our sustainability reporting and shows how we can reduce our carbon footprint and do not have to resort to carbon offsets. (See A.5 Page 8). We are also working on food waste solutions. We educate B2B & B2C as to how to turn their food waste into a food resource such as compost. We are actively working on the UAE Government's Zero Waste to Landfill initiative by 2030 alongside the City We Need Now Campaign from the World Urban Campaign with UN Habitat.

We also provide green consultancy to advise our stakeholders on how to create a healthy and environmentally responsible space by being energy efficient, use of recycled paper or paper from FS forests, responsible sourcing of products i.e. Fairtrade, recycling of materials etc.

We ensure that our operations lead to minimal effect on our environment. We are sincerely committed to combat climate change.

## d. ANTI-CORRUPTION

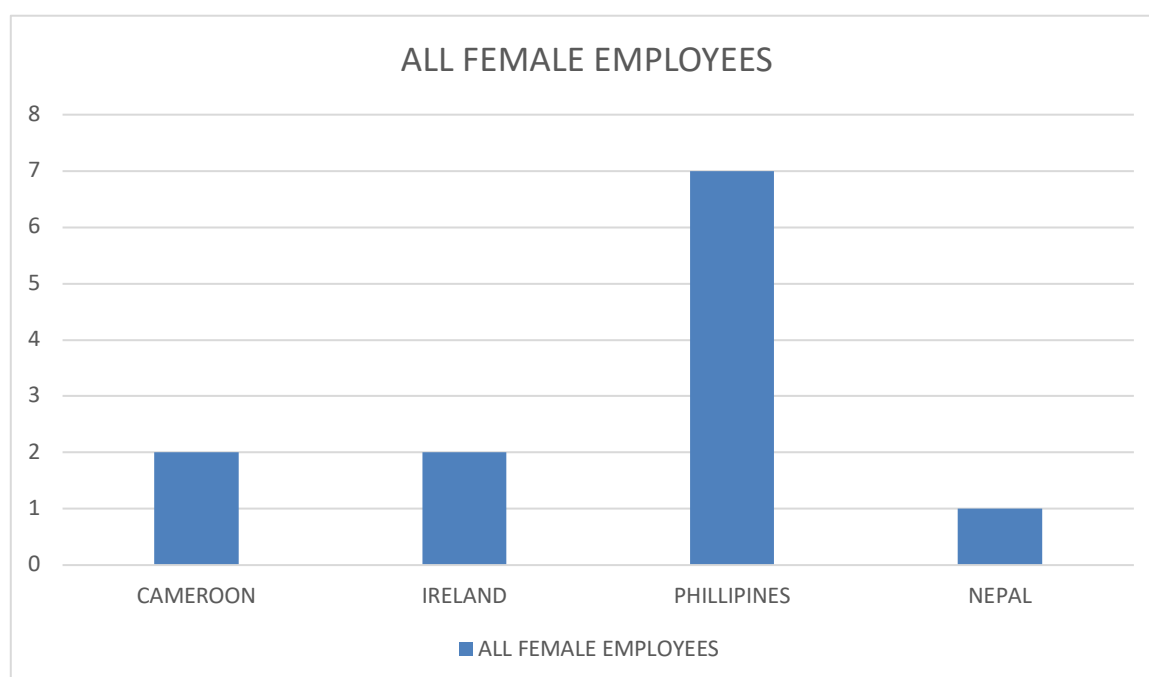
We understand that businesses can play a substantial role in ridding the world of anti-corruption with leading by example. Our business is carried out in a thoroughly ethical and transparent manner and our clients we deal with follow the same line. We actively seek companies who can show transparency, to work with, thereby ensuring a smooth operation and enabling us to adhere strictly to our values. We monitor our business partners, supply chain and clients to make sure that we work with the most above-board are transparent company which allows us to operate with integrity and accountability.

### 3. MEASUREMENT OF OUTCOME

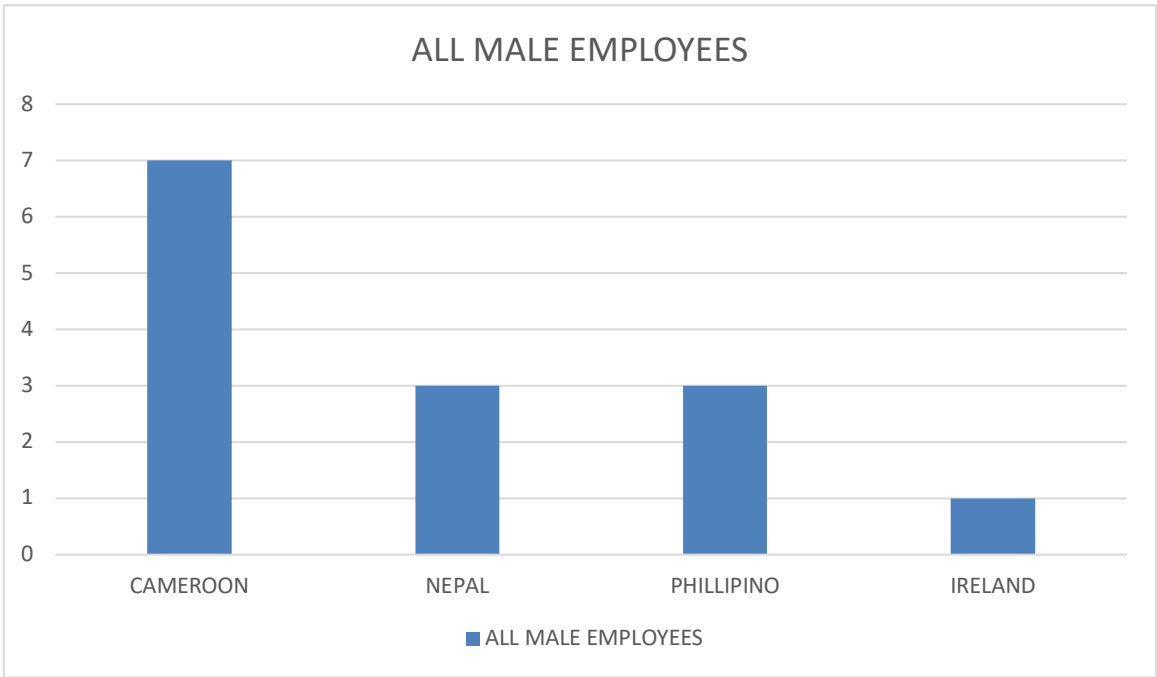
We are working towards making changes, continuous improvement and fact gathering.

One of the many goals of our company is to achieve diversity amongst employees and to create 'the United Nations rainbow of a cleaning company'. The onset of COVID19 affected our business and unfortunately, we had to reduce our staff numbers. We did ensure their safe return to their respective countries. From January 2021 we have been rebuilding our business.

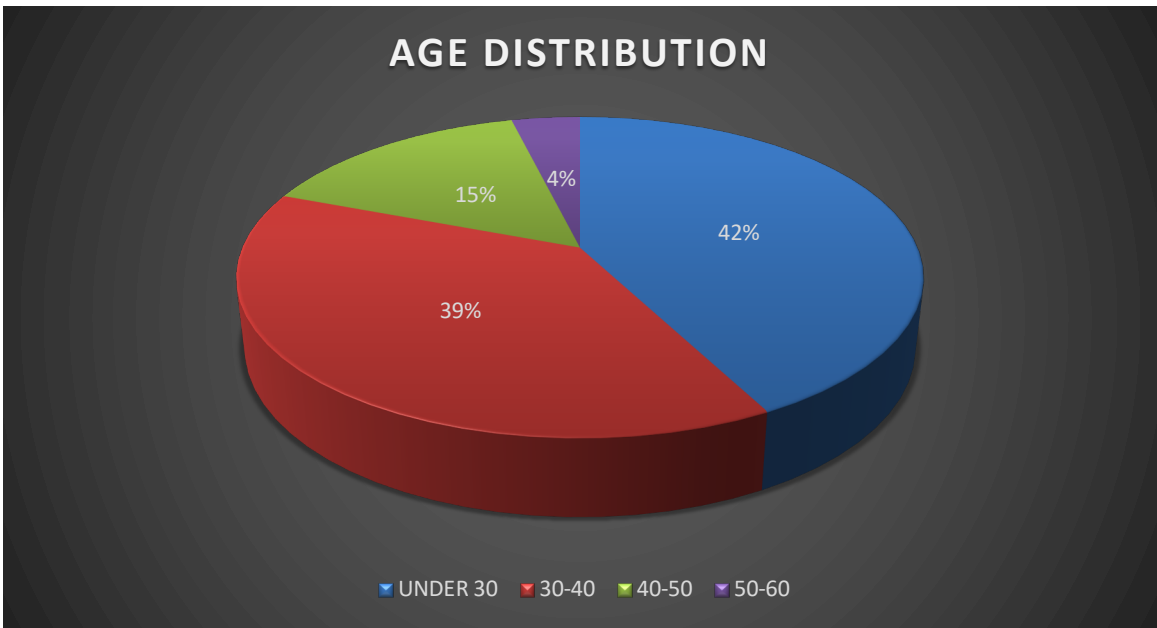
#### A.1. DEMOGRAPHICS OF FEMALE EMPLOYEES



A.2. DEMOGRAPHICS OF MALE EMPLOYEES



A.3. AGE DISTRIBUTION MANAGEMENT & EMPLOYEES



## A.4. RATE OF OCCUPATIONAL DISEASES, INJURIES & ABSENTEEISM

<b>Occupational diseases 2018 - 2021</b>	<b>0%</b>
<b>Injuries from 2018 – 2021</b>	<b>0%</b>
<b>Absenteeism 2018 - 2021</b>	<b>± 3%</b>

## A.5. PERCENTAGE OF WATER SAVING & RECYCLED MATERIALS – ENVIRONMENTAL IMPACT

ENVIRONMENTAL IMPACT		
Using <b>Clean Technology</b> to clean an area of:	<b>3,000,000 SQ FT</b>	<b>650 liters of water Significant reduction</b>
Using <b>traditional</b> cleaning products to clean an area of:	<b>3,000, 000 SQ FT</b>	<b>45,000 liters of water</b>
Recycled Materials (plastic bottles saved from landfill)	5,811 kg	
Packaging waste containers saved	16,450 containers	



## 3. CLIMATE CHANGE EVENTS AT EXPO 2020 – events organized and moderated by Adrienne Doolan CEO, Green Touches

- March 2020, Named as 10<sup>th</sup> most Sustainable Company in Middle East by Forbes ME.
- September 2020 – Green Touches Winner of IBLA Sustainability Award.
- Climate Change is a Health Crisis – 18<sup>th</sup> October 2021– Irish Pavilion – Panel discussion
- Food Waste to food resource panel discussion – Slovenian Pavilion Expo 2020, NOVEMBER 4<sup>TH</sup> 2021.
- Zero Waste at Capital Club Dubai, November 25<sup>th</sup>, 2021
- World Future Energy Summit – Climate & Environment Forum – 17<sup>th</sup> January 2022 ADNEC, Abu Dhabi
- Co-Creating the Future – Accelerating the SDGs – February 17<sup>th</sup>, 2022 – Terra Auditorium, Sustainability Pavilion.



**THURSDAY NOV 4TH**  
11:00 -14:00  
Slovenian Pavilion EXPO 2020

Join our expert panel  
for a discussion on  
**FROM FOOD  
WASTE  
TO FOOD  
RESOURCE**

**Our Awesome Speakers:**

Iris Medaille  
Co-Founder  
Green Eco  
Technologies

Corylan Uren  
Co-Founder  
The Waste Lab

Adrienne Doolan  
Moderator and Founder  
Green Touches

Mattia Tarkis  
Creative Director  
Skaka

Tjelle Ben  
Business  
Development  
Manager Skaka

**Capital Club  
Dubai**

**SAS  
Sustainability  
Action Society**

**Zero Waste**

The UAE currently produces 224 kg per person yearly of food waste, double that of Europe and US. Most of this waste finds its way into landfill and starts to produce methane gas which is reportedly 25 times more damaging than CO2. But wait, there are solutions to this chronic challenge.

Come learn from an expert panel of the Sustainability Action Society.

Entrance: Free  
RSVP to [rsvp@capitalclubdubai.com](mailto:rsvp@capitalclubdubai.com)  
or call +971 3464 0111

**25<sup>th</sup> NOVEMBER**  
9.00AM - 11.00AM

**MODERATOR**  
**ADRIENNE DOOLAN**  
CEO  
GREEN TOUCHES

**GUEST SPEAKERS**  
**SHERY MATHEW**  
Head of Sustainability  
Bee'ah

**SAMI KIVISALO**  
Founder, CEO  
KOVA pnc oy

**RUHSANA KAUSAR**  
Founder  
Liquid of Life

**ENG. RABAA**  
**IBRAHIM AL AWAR**  
Head of Waste Management Section  
Ministry of Climate Change & Environment

**CO-CREATING THE FUTURE  
Accelerating the SDGs  
THE TIME FOR ACTION IS NOW**

**Irish Pavilion**



# PARTNERSHIP

for the goals



17 PARTNERSHIPS  
FOR THE GOALS



the  
umbrella  
institute

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**CO-CREATING THE FUTURE**  
Accelerating the SDGs  
**THE TIME FOR ACTION IS NOW**