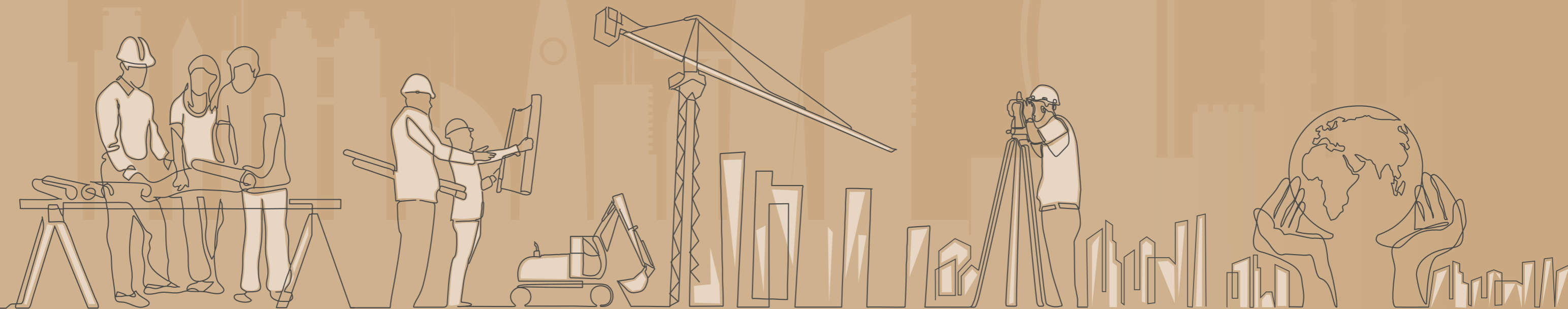


EMAAR

DEVELOPMENT

SUSTAINABILITY REPORT

2020



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FOUNDER'S MESSAGE

“Our business is engaging the future. This means addressing ESG risks, and actively working to create a better world.”



MOHAMED ALABBAR
FOUNDER

Dear Stakeholders,

We are pleased to present our Sustainability report for financial year 2020, which details how we incorporate environmental, social and governance (ESG) principles and values into our operations and investments, and live out our purpose of transforming lives.

As UAE's largest real estate organisation, we are in the position to take meaningful action, with impacts that are real and measurable. Our role has always been to enhance the value of the assets we create and manage, creating sustainable long-term value for a wider set of our stakeholders, including shareholders, residents, communities and our team members at all levels of the organisation. In the broadest sense, our business is engaging the future. This means integrating ESG criteria into all our decisions and transforming our assets to improve their environmental and social impacts, protect them against the effects of climate change, and anticipate societal changes.

Our strategy to do this is built on three key pillars. The first aims to de-carbonise our real estate assets, monitoring their emissions in line with global targets. The second considers the resiliency of our assets in relation to physical risks from climate change and transitional risks arising from market trends and the energy transition. The third focuses on building the foundations of tomorrow's society through supporting our employees and the communities in which we operate.

In 2020, we were able to achieve and participate in the following goals and initiatives, taking us a step closer towards our environmental and social sustainability objectives:

- To support our community through the challenges of Covid-19, we donated AED 100 million to the community Solidarity Fund; officially opened a vaccination hub at The Dubai Mall while continuing to support the wider community; and supported SMEs and local businesses by offering rental relief to some of our tenants from 2020 Q2.
- To create a more inclusive work culture and better delight our customers, we took the bold step to remove all job titles within Emaar,

moving the focus from titles to talent. This paradigm shift has led to a supercharged sense of unity across our organisation, and fostered an environment for healthy communication and team work.

- To move towards building more sustainable assets, we used ground breaking technology to spearhead digital innovation in 2020 with the delivery of 3MR: a first-of-its-kind 3D printed home in Arabian Ranches III. This initiative is in line with a directive from His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE, and Ruler of Dubai, to construct 25 per cent of buildings in the Emirate using 3D printing technology by 2030.
- To sustainably serve our customers better through technology, we launched The Dubai Mall's virtual store within days of Covid-19 induced mall closures. As we embrace digital innovation, we continue to re-imagine intelligent ways of sustainably connecting and communicating with all our customers and shareholders.

We believe it is important to have clearly defined goals in order to drive outcomes. This year, we embarked on our journey for setting bold yet realistic goals for all of our material ESG topics. Aligning our ESG report in accordance with the GRI Standards: Core option, along with aligning our targets and initiatives with the United Nations Sustainable Development Goals (SDGs), has also helped enhance the standards of our reporting. We look forward to sharing our progress on attaining these goals in future reports.

Thank you for your continued support of Emaar. We are proud of everything our employees, residents and communities have achieved during a difficult and ever-changing year. We believe we will move forward stronger than ever for the benefit of all our stakeholders.

My best regards and wishes,

Mohamed Alabbar

HIGHLIGHTS

We are a globally admired lifestyle developer.



ENVIRONMENT

Emaar partners with global technology leader Xiaomi for 'Emaar Smart Home'.

Delivered a first-of-its-kind 3D printed home in Arabian Ranches III

SOCIETY

AED 100 MN

Donated to the community Solidarity Fund*

Removed all job titles within Emaar Development to focus on Talent, not Title

GOVERNANCE

Achieved four new accreditations:

- **ISO 50001**
Energy Management System
- **ISO 14001**
Environmental Management System
- **ISO 55001**
Asset Management System
- **ISO 45001**
Occupational Health & Safety System

*Emaar Group manages all CSR related activities through the Emaar Foundation, and above donations were made on behalf of all affiliates.

OUR BUSINESS

Emaar Development PJSC (DFM: EMAARDEV:UH) plays an important role in shaping lifestyles. Placing architecture and design at the highest level of our priorities, we delight our customers with the quality of life that they are in search of, whether luxury, standard, or economical. Our principal focus is on design excellence, build quality, and timely delivery.

Emaar Development is responsible for some of the world's greatest developments and architectural masterpieces, including the tallest building in the world, the Burj Khalifa; the largest man-made marina, Dubai Marina; as well as the world's largest choreographed musical spectacle, The Dubai Fountain. Emaar Development oversees all aspects of integrated lifestyle master-plan community development. From initial concept development and design, through construction, to sales and marketing, we cater to the needs of all our stakeholders.



CREATOR OF WORLD-RENOWNED ARCHITECTURES

BURJ KHALIFA

Tallest building in the world

DUBAI MARINA

Largest man-made marina¹ (3.5 sq. km.) development of its kind

THE DUBAI FOUNTAIN

World's largest choreographed musical fountain

STRONG FINANCIAL PERFORMANCE

AED 9.8 BN

Revenue

AED 2.3 BN

EBITDA

AED 1.7 BN

Net Profit

PROVEN EXECUTION TRACK RECORD

c. 47,200

Residential units delivered since 2002

287.4 Mn. sq. ft.

Land bank in UAE

STRONG REVENUE VISIBILITY

c. 26,000

Residential units under construction

AED 24.6 BN

Revenue backlog to be recognised over next 3-4 years

1) Arabian Business.com, 3 June 2015, "Dubai Marina, the region's largest marina development of its kind". 2) All figures on this page as of 31st December 2020.

SECTION 1

About this Report



ENGAGING WITH OUR SHAREHOLDERS

We believe continuous engagement with our stakeholders is integral to achieving our mission, and is part of the foundation on which we build trust with our employees, investors and our other stakeholders. We engage regularly with our diverse stakeholder groups through the following methods:

We constantly work towards developing deep relationships with our people, communities, and stakeholders.

Employees	We conduct annual surveys on topics such as compensation and benefits, career opportunities and advancement, diversity and inclusion and pride in the company and the workplace. We host quarterly rallies and social events, in person and virtually, for both corporate offices and our communities. We have an employee social media platform that allows employees to share thoughts and ideas with the entire organisation.
Investors	We host periodic earnings calls, participate in investor and analyst conferences, host meetings and property tours and conduct Investor Relations Team outreach.
Non-governmental organisations (NGOs), Foundations and Communities	We are active in the communities where we operate and regularly engage in dialogue with local groups on community activities, as well as receive feedback on our development and redevelopment projects. We have an active philanthropy program that supports numerous charitable organisations through both financial support and volunteer activities.
Vendors and Suppliers	We directly engage with several third-party suppliers for the procurement of materials and services for the construction of new development projects and ongoing operation of existing buildings. We hold regular on-site meetings and conduct virtual status meetings with vendors to assess their business, industry, product and service innovations. We also discuss the state of our partnership to make necessary adjustments and better service our stakeholders.
Governments and Policy Makers	We regularly engage with policymakers through our local and national trade associations.
Potential Recruits, Alumni and Universities	We engage with potential employees through our careers website, university career fairs and social media. We operate an internship program that provides opportunities to college students.

In addition to stakeholder engagement, we respond to stakeholder emails and inquiries on a regular basis. Any interested party may contact us directly through our corporate website at Properties.Emaar.com.

REPORTING APPROACH

102-50, 102-51, 102-52

Emaar Development's ESG reporting uses the Global Reporting Initiative (GRI) Standards as a basis for disclosure. Our 2020 ESG Report was prepared in accordance with the GRI Standards: Core option. We are further enhancing our ESG transparency in this report by aligning our targets and initiatives with the United Nations Sustainable Development Goals (UNSDGs) and the United Arab Emirates SDGs.

To effectively implement the SDGs, the UAE adopted a whole of government approach that entailed the creation of a National Committee on SDGs. The National Committee, composed of federal entities and facilitates the alignment of the SDGs, the sharing of information, and supports the implementation of the SDGs in an integrated manner. The National Committee collaborates with different stakeholders locally and internationally to broaden the ownership of the 2030 Agenda. In 2018, the National Committee launched an advisory council represented by private sector leaders as well as a youth advisory council to uncover implementation challenges and serve as the National Committee's sounding board for future policy development in the UAE. To contribute to the global implementation of the SDGs, the National

Committee launched the Global Councils on SDGs during the World Government Summit (2018) as a platform for international experts to come together and discuss innovative solutions to global challenges.

Our 2020 ESG Report details the impact and progress we made across our strategic focus areas outlined through conducting a Materiality Survey. The report explores our ESG goals, progress and performance across our portfolio during the period of January 1, 2020, to December 31, 2020, unless otherwise noted.



For more information, please see the GRI Content

MATERIALITY

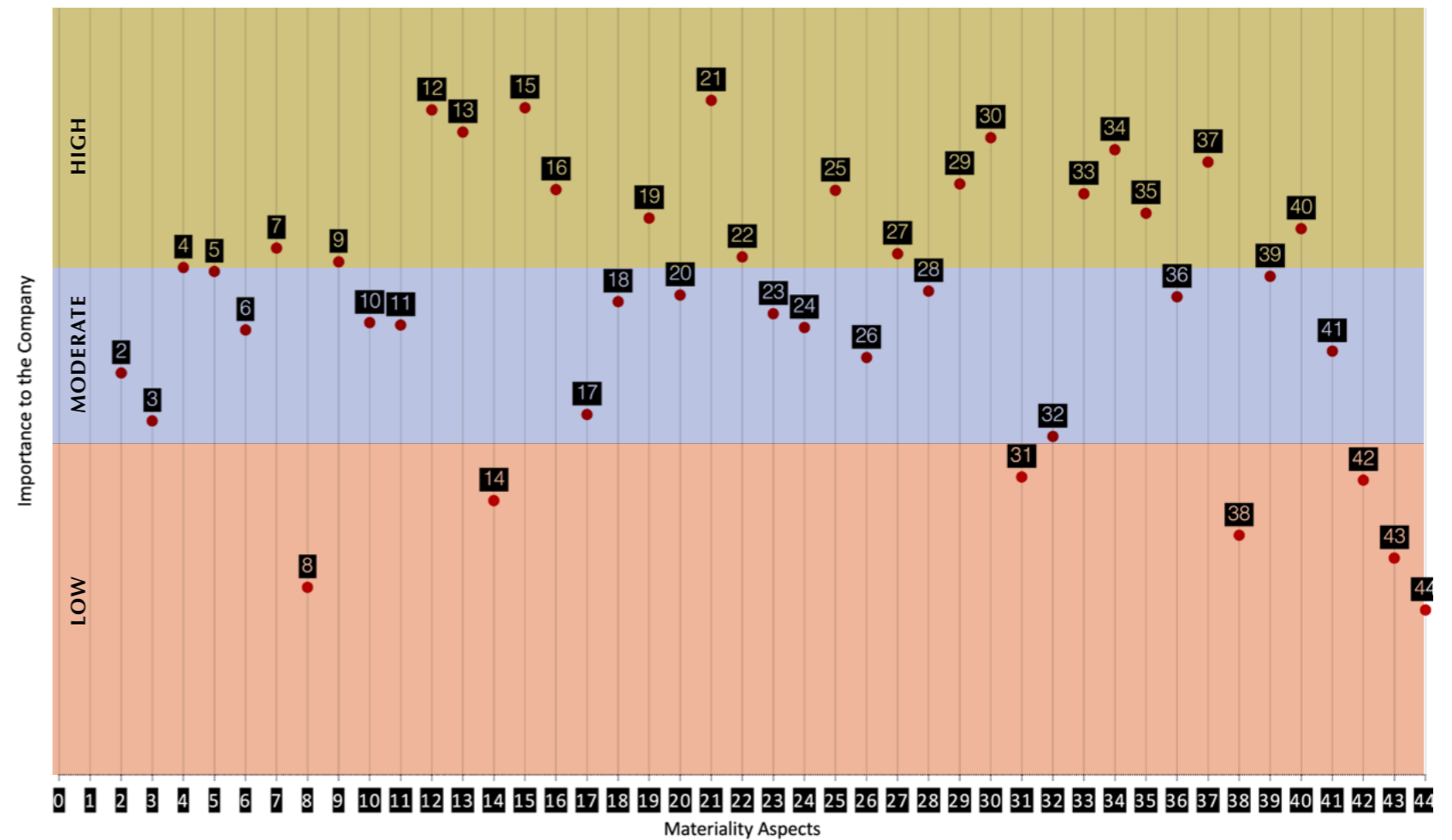
A sustainable business is about improving the quality of our portfolio by creating resilient assets that operate optimally, while reducing risks and maintaining value over the long-term. Through internal and external communications, Emaar Development continues to demonstrate that we are aware of key drivers for sustainability performance. We are continuously working towards improving our performance by implementing key initiatives within our Sustainable Business Roadmap as described in the various sections of this report. Going forward, we plan to raise further awareness throughout the organisation and among our stakeholders on Emaar Development's objectives and progress.

We undertook a materiality survey and analysis to understand the issues that are most significant and relevant to our organisation. Material sustainability issues were identified through a materiality assessment process as those being of highest importance to our stakeholders. To manage risk effectively and to operate with the support of our stakeholders, we need to understand the issues that matter. For this year's reporting, this survey was limited to internal stakeholders only. In determining these issues, we considered how important they were to stakeholders and how significant they were in terms of Emaar Development's economic, environmental and social impacts. This assessment considers a series of relevant issues determined from international reporting requirements including GRI and SASB; and comparing

our approach with that of peer companies. We then classified these issues (as 'low', 'moderate' and 'high') to indicate their importance to Emaar Development's internal stakeholders. The survey participants were invited to be canvassed for their knowledge of our business; the industry we participate in; and their understanding of the interplay between our industry and socio-environmental factors at large. The respondents included people from investor relations, central procurement, finance and human resource functions,

as well as senior employees and management leaders within the company. The issues we have identified as material are shown in the materiality mapping graphics below. This matrix represents the positioning of the issues in terms of 'Importance to the Company', in line with feedback gathered.

MATERIALITY MAPPING



Our material areas span across our environmental, social and economic impacts, and helps us to shape our sustainability strategy.

MATERIALITY

contd.

ISSUE #	MATERIAL ISSUE	READ MORE
	ENVIRONMENT	
2	Climate Change Mitigation & Adoption	11, 19
3	Air Pollution Control & Toxic Emission Management	11, 19, 24
4	Energy Management & Renewable Energy Usage	11, 24
5	Water Management	11, 30, 33
6	Effluent/Waste Water Management	11, 30, 33
7	Fuel Waste Management	39
8	Biodiversity Management	20
9	Environment Compliance	8
10	Natural Resources Conservation (soil, air and water)	20
	SOCIAL CAPITAL	
11	Human Rights	36
12	Customer Privacy	17
13	Data Security	18
14	Access & Affordability	see note below
15	Product Quality & Safety	20, 41
16	Customer Welfare	20
17	Charitable Giving	42
18	Social Development & Community Involvement	42, 44
	HUMAN CAPITAL	
19	Labour Practice & Employment	36, 39
20	Training and Skill Development	39
21	Employee Health & Safety	36, 39
22	Staff Succession Planning	36, 39
23	Employee Engagement, Diversity & Inclusion	36

ISSUE #	MATERIAL ISSUE	READ MORE
	BUSINESS MODEL & INNOVATION	
24	Product Design & Lifecycle Management	see note below
25	Business Model Resilience	see note below
26	Access to Capital (customers & business)	see note below
27	Supply Chain Management	see note below
28	Material Sourcing Efficiency	see note below
29	Long Term management of Assets	see note below
	LEADERSHIP & GOVERNANCE	
30	Business Ethics, Integrity, Transparency & Corruption	17
31	Renewable Energy Generation	26
32	Competitive Behaviour	see note below
33	Management of the Legal & Regulatory Environment	16, 17
34	Risk Management	12
35	Grievance Redressal of Stakeholders	7
36	Responsible investment	24
37	Reputation, Communications and Awareness	7
	ECONOMY	
38	Commodity price volatility	see note below
39	Economic/financial crises	see note below
40	Economic/Pandemic Crises	see note below
41	Capital Values	see note below
42	Employment trends/diversification	see note below
43	Revenue Account surplus	see note below
44	Political change and uncertainty	see note below

Note: There is no specific reference made to this subject in the Sustainability report for FY2020. The Company endeavours to address these topics in its future reports. For more information, please refer to the various Company Policies, Annual Reports, Corporate Governance Reports, and Investor Presentations available on our website.

HIGH
MODERATE
LOW

GOALS & COMMITMENTS

SUSTAINABLE DEVELOPMENT GOALS

Since 2016, Emaar Development has set a 5-year functional strategy (2017-2021) that aims to integrate measurable activities to bolster sustainable practices within the organisation. By setting sustainability targets, we intend to demonstrate our commitment towards the responsible use of all our resources. To ensure the implementation of these sustainability initiatives, Emaar Development has defined a set of Key Performance Indicators (KPIs) that are applicable to all business units and assets of the company. Some KPIs are identical to the indicators proposed in the SDG Compass guide, such as energy consumption within the organisation, while others are generally aligned with the Sustainable Development Goals (SDGs) set out by the UN. The key SDGs supported by our strategy include Clean Water (SDG 6); Affordable and Clean Energy (SDG 7); Industry, Innovation and Infrastructure (SDG 9), Responsible Consumption and Production (SDG 12); and Climate Action (SDG 13).

We have aligned ourselves with the SDGs, focusing on those Goals that will make a significant impact.



SDG 6: CLEAN WATER

Supporting this goal, we launched a water management program in 2016 to promote the responsible usage of water resources, in which we set a target to reduce water consumption 20% by 2021 compared to 2016 (baseline). The program established the use of efficient fixtures, smart landscaping, improved irrigation processes, and water efficient cleaning equipment. Till the fourth quarter of 2020, we achieved 20.39% reduction in water consumption.



SDG 7: AFFORDABLE CLEAN ENERGY

Supporting this goal, we initiated the construction and upgradation of several facilities to be powered by solar energy. This program focuses on our commitment towards sustainability and will be used as a benchmark for the construction of facilities in the future.



SDG 9: INDUSTRY, INNOVATION AND INFRASTRUCTURE

Supporting this goal, we engaged our stakeholders to focus on process optimisation and innovation through initiatives like the inclusion of Robotic Process Automation (RPA) processes for financial audits, and the digitalisation of training and SOP videos.



SDG 12: RESPONSIBLE CONSUMPTION AND PRODUCTION

Supporting this goal, we aim to achieve a 75% waste diversion from landfill by 2021. In 2017, we established a process to create high quality segregated waste that can effectively be recycled. In December 2020, we managed to segregate 59% of waste from commercial buildings, and 26% of our waste in residential communities.



SDG 13: CLIMATE ACTION

Supporting this goal, we set a target to reduce energy consumption by 20% by 2021 compared to 2016 (baseline). Up until the end of 2020, we have managed a reduction of 11.52% in energy consumption compared to 2019.

GOALS & COMMITMENTS


contd.

The Goals give us a framework for a sustainable future; by working together, we can make this vision a reality.

With sights on 2021, we have set out the following action plan to achieve our sustainability goals:

SDG	SDG TARGETS	OUR INITIATIVE	STATUS	KPI'S
	WATER EFFICIENCY	<ul style="list-style-type: none"> Rejected water recycling in The Dubai Fountain - Saves 85% of rejected water (3.4 Million IG) Water program implemented using efficient fixtures, smart landscaping, improved irrigation processes, and water efficient cleaning equipment 	Completed Completed	<ul style="list-style-type: none"> Water consumption reduction by 20% in 2021 as compared to 2016
	RENEWABLE ENERGY	<ul style="list-style-type: none"> Solar plant installation at Golf Towers Installation of solar powered lights in villa communities Solar aerators in Emirates Living Floating solar panels in Mira Solar powered ultra sound system installed in Emirates Living and Arabian Ranches. 	In Progress Completed Completed In Progress Completed	<ul style="list-style-type: none"> - Target Q4 2021 - Completed - Completed - Target Q4 2021 - Completed
	INDUSTRY, INNOVATION AND INFRASTRUCTURE	<ul style="list-style-type: none"> Robotic Process Automation (RPA) process for financial audits Digitalisation (videos) of trainings and SOP Use of nano bubbler system in lakes to improve dissolved oxygen levels and improve water quality Implementation of Energy Centered Maintenance model IoT based smart asset management platform for ECM managed communities 	In Progress In Progress In Progress Completed Completed	<ul style="list-style-type: none"> - Finalise the project by Q2/2021 - Finalise the project by Q3/2021 - Finalise the project by Q4/2021 - Completed - Completed
	MATERIALS EFFICIENCY MATERIALS RECYCLING	<ul style="list-style-type: none"> Paperless operations Development and implementation of life cycle analysis and life cycle costing mode 	Completed Completed	<ul style="list-style-type: none"> Segregation of Solid Waste by 62% for Recycling - Malls, Commercial & Master Communities Segregation of Solid Waste by 27% for Recycling - Residential
	ENERGY EFFICIENCY	<p>Energy Saving Program at Emaar Development:</p> <ol style="list-style-type: none"> Refrigerant additives improving efficiency Programmable thermostats Implementation of LED lighting and other retrofits <ul style="list-style-type: none"> Energy & Sustainability management plans Emaar lighting control strategy Development and implementation of energy centered maintenance model Implementation of ISO 14001 (Environment Management System), ISO 50001 (Energy Management System) 	Completed Completed Completed Completed In progress Completed Completed Completed	<ul style="list-style-type: none"> Electricity consumption reduction by 20% in 2021 as compared to 2016 District cooling consumption reduction by 20% in 2021 as compared to 2016

OUR 3 PILLARS TO ADDRESS ESG RISKS AND OPPORTUNITIES



DECARBONISATION


Measure and act on Carbon and climate risk

We are developing action plans to improve energy efficiency and reduce greenhouse gas (GHG) emission from our assets, aligning their performance with global agreements to keep global temperatures below 2°C.

Emaar Development is working towards using renewable energy as a part of its sustainability strategy to the maximum extent possible.

We plan to install sustainable solar farms across our assets wherever feasible.

1



RESILIENCE


Measure and mitigate the risks associated with climate change

Climate change presents two risks to assets. The first is **physical**, in the form of exposure to extreme weather or catastrophic events. The second is **transitional** as we move towards a low-carbon economy – regulatory changes or shifts in customer demand that impact our ability to let or sell a building or asset.

Our Building Design Standards and Guidelines serve as the platform for integrating sustainable features into new developments and renovations.

Our environmental policies for energy, water management and sustainable design enable us to minimise our environmental footprint, reduce exposure to higher utility rates and lower operational costs through durable and long-lasting products.


2




BUILDING TOMORROW

Identify new opportunities to create and enhance value


Our teams actively seek out opportunities for impact, identifying best practise across the managed portfolio and replicating it where we can.




Social Impact



Infrastructure



Natural Capital



Product & Industry

3

TOOLS TO SUPPORT OUR APPROACH

DATA MANAGEMENT

We use several sources of data to measure performance and obtain more insights from financial, operational, customer and people perspectives. Our data sources include a ICMS system, automated utility bills connected to our ICMS systems, customer and employee surveys, and more.

RATINGS

We benchmark all our assets against our internal ESG ratings to determine their performance.

ACTION PLAN

Based on the internal ESG rating, we develop detailed action plans to improve performance.

CERTIFICATION


We aim to be recognised through sustainability certifications for our assets.

NEXT STEPS FOR OUR STRATEGY

We continue to work to enhance the value we create in our resources and relationships by considering the following paths of action:

NATURAL RESOURCES	OUR PEOPLE AND KNOW-HOW	OUR NETWORKS
CLIMATE ACTION <ul style="list-style-type: none"> Set our commitment to and approach to net zero carbon for the business Conduct climate change physical risk analysis on our complete portfolio Systematically assess climate change risk 	EMPLOYEE ENGAGEMENT <ul style="list-style-type: none"> Introduce employee engagement pulse surveys to check where improvement is still required 	OUR CUSTOMERS <ul style="list-style-type: none"> Employ new technology to support ways of working and processes related to managing customer relationships Work with our customers to help them back into our assets safely and effectively, and in the coming months as the Covid-19 situation evolves
ENERGY AND EMISSIONS <ul style="list-style-type: none"> Improve the accuracy and quality of energy data collection 	HEALTH AND SAFETY <ul style="list-style-type: none"> Review our entire health and safety strategy, which will include our approach to incident prevention Work to ensure demonstrable leadership in health and safety along with clear leadership accountabilities 	OUR COMMUNITIES <ul style="list-style-type: none"> Establish a consistent approach to the measurement of social value Identify volunteering opportunities that can be undertaken respecting Covid-19 social distancing guidance Work with support, charity partners via remote and digital volunteering – in particular, skill-cased volunteering
RENEWABLES <ul style="list-style-type: none"> Explore opportunities for in-site renewables across the real estate portfolio 	DIVERSITY AND INCLUSION <ul style="list-style-type: none"> Eliminate systems' bias with regard to race, accessibility, gender, and all other protected characteristics Commit to deeper change as identified in continued conversation on racism and bias 	
WASTE <ul style="list-style-type: none"> Set operation waste intensity target (tonnes per sq m) 	LEARNING AND DEVELOPMENT <ul style="list-style-type: none"> Pilot new approach to performance management, suited to new ways of working in the Covid-19 environments 	
WATER <ul style="list-style-type: none"> Benchmark water consumption across the real estate portfolio and set reduction targets Improve accuracy of water data 		
HEALTHY HABITATS <ul style="list-style-type: none"> Identify opportunities for the development of green infrastructure across the portfolio 		

We are constantly in the process of reviewing our overall purpose and strategy.



SECTION 2
Governance
& Ethics

GOVERNANCE AND ETHICS

Emaar Development's strong corporate governance ensures accountability and the highest level of integrity in management practices across our organisation. Our Board of Directors is charged with governance and is responsible for overseeing the strategic direction of the company. The Board of Directors also maintains an Executive Committee to approve certain matters on an as-needed basis. For more information on Emaar Development's Corporate Governance practices, please see our Corporate Governance Report.

Our Corporate Governance Committees are made up of senior department heads from across the business and meet regularly to oversee the company's sustainability agenda.



ESG REPORTING

ENVIRONMENTAL MANAGEMENT GUIDELINES

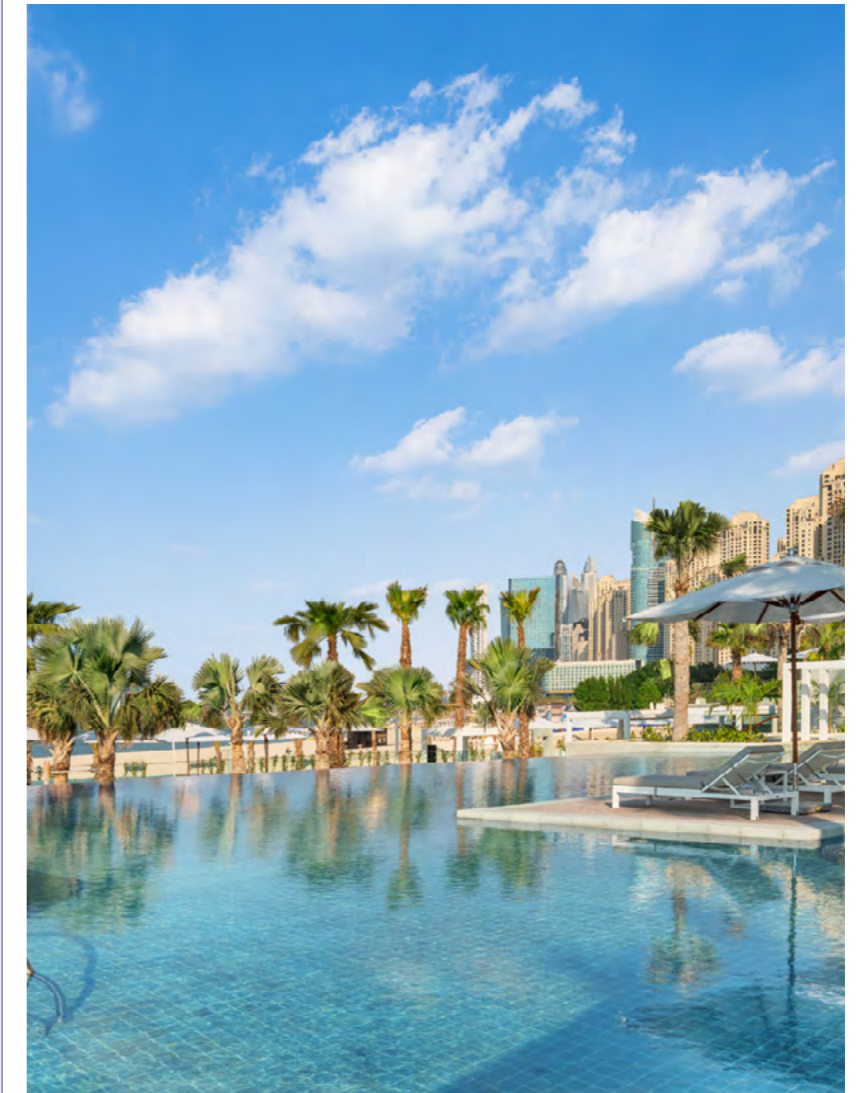
To continuously calibrate and meet our sustainability goals, we have developed customised Environmental Management Guidelines that act as a word-class manual when it comes to environmental management. This manual describes the Environment Management system and its implementation across our organisation. Our management recognises the importance of having an effective Environment Management system in place, and to demonstrate our commitment towards sustainability, we plan to further develop and implement proactive environmental practices in compliance with relevant legislation and industrial requirements. The management and monitoring of the processes and procedures contained within the Environment management system manual is the responsibility of everyone in the organisation.

STRATEGY REVIEW

Our periodic Strategy Review process – conducted monthly during the monthly steering committee meetings, and quarterly during the set meeting with our top management – includes an assessment of our performance towards the set operational KPIs, goals, initiatives and strategic objectives. It also includes any adjustments made to the strategy that may result from innovative ideas and strategic shifts. This process allows our team to adjust and modify the strategic plan as necessary based on the changes in the external environment or in the organisation.

During these meetings, the following sustainability aspects are reviewed:

- Review of key success factors and identification of any new success factors and identification of new competitors.
- Review of the progress of initiatives that was predefined for each strategic goal, and to see if its sufficient to achieve the strategic objectives.
- Evaluation of goals and targets achievement and identification of any factors/ barriers that prevented the accomplishment of those targets.
- Review monthly Strategy KPIs reports and targets, and adjusting targets if it was under or over estimated.
- Review of the measurement methodology and how efficient it is to identify the progress towards the goals and objectives



BUSINESS ETHICS

103-1

Why it matters

We are committed to following the highest standards of business ethics and conduct and doing what is right for our stakeholders. We believe honesty and integrity are critical to our success, and all employees share the responsibility for safeguarding our reputation and doing business the right way. Business ethics forms the basis of the public's trust in Emaar Development, and ultimately, our ongoing success.

103-2, 102-16, 205-2

POLICIES

Emaar Developments' Bribery & Corruption Policy and Whistle-blower Program serve as our unifying guide anchored in our core values and provides details on the standards of integrity that Emaar Development expects all employees and Directors to follow. They cover several key principles of ethical conduct, including anti-corruption and anti-bribery practices. The purpose of the Code is to:

- Help employees recognise ethical and legal issues
- Guide employees in the resolution of ethical and legal issues
- Provide procedures for reporting violations of the Code
- Support a wholesome and productive work environment
- Assure compliance with the law and governmental rules and regulations

Furthermore, these policies provide clear guidelines for all legal entities and personnel within Emaar Development and all Business Partners to ensure compliance with Anti-Corruption Laws and Emaar Development's business standards and expectations.

All employees are expected to adhere to the values, policies, procedures and standards of conduct in all situations.

Emaar Development Employees are required to sign Non-COI declaration at the time of joining, which is mandatorily refreshed through quarterly updates. Additionally, a Board approved 'Related Party and Conflict of Interest Policy' is in place, which governs any potential scenarios of Conflict of Interest, and ensures that all business transactions are dealt with at an arm's length.

Employees are made aware of the requirements of the Policy on joining the organisation, through sign-off on Standards of Conduct. Regular internal refreshers (such as in the form of internal communications) are also provided to reinforce our expectations of them. Any suspected cases of wrongdoing and/or non-compliance are independently reviewed by the Internal Audit Department, and appropriate disciplinary actions are taken. Applicable, suspected cases are then referred to the relevant authorities.

Anti-Corruption

Emaar Development is committed to conducting business with honesty and integrity and in compliance with all legal and regulatory requirements. Our recently updated Anti-Bribery and Corruption policies pertaining to Anti-Bribery and Corruption prohibits employees from offering, promising, giving or receiving anything of value to improperly influence a decision or to gain an improper or unfair advantage in promoting, enhancing, obtaining or retaining business. This policy extends to our Board and management team as well as all our employees

Corporate Anti-Fraud and Whistleblower Policy

In addition to and in order to supplement governance framework around Anti-Bribery & Corruption, Emaar Development hse established comprehensive Corporate Anti-Fraud and Whistleblower Policy, which is approved by the Board of Directors. Furthermore, Emaar Development's Audit Committee, as mandated by the Board of Directors, is responsible for the administration, revision, interpretation and application of this Policy. Although, no organisation or administrative process is fully free of fraud risk, which is the vulnerability or exposure to acts of fraud and irregularity, Emaar Management are committed in providing a process for reporting complaints, concerns and suspected violations of policies and laws through Emaar's Whistleblower Program.

Cyber Risk & Threat Management

The technology team strictly adheres with the industry best practices of identifying and managing the risk that can compromise systems, steal data and other valuable company information, and damage an enterprise's reputation. The team has devised risk assessment process that identifies risks and vulnerabilities and applies administrative actions and comprehensive solutions to make sure enterprise is adequately protected and minimise damage and recover swiftly from any breach or interruption incident. Before hosting any product, services, and sensitive data in a computing environment, we conduct an information security assessment and implement processes and adequate controls that mandate security protections.

Part of the security policy is to minimise usage of paper and have clear desk policy as paper documents can be viewed and accessed without any record of who viewed or accessed them. Extensive usage of papers not only leads to inefficiency, negative productivity but also possesses serious security risk. Apart from paper, other dependent expenses like printers, fax machines, mailing fees are the charges that are also wasted. In addition to this paper documents are more exposed to environmental factors like fires, floods, and even mould when compared to digital files. Digitalising the documents and processes with adequate security mechanisms like encryption are the most reliable methods that are adopted by us.

Data Management

We use several sources of data to gain measure performance and gain more insights from financial, operational, customer and people perspectives. Data sources varies from CMMS/ICMS system, automated utility bills connected to our Maximo systems, customer and employee surveys and more.

Our data collection focuses on the following:

- Quality: our sources of maintenance, utilities and performance management data are fully digitised.
- Connectivity: our CMMS Maximo system is implemented in all facilities and integrated with the utility provider.
- Productivity: our maintenance functionality map and maintenance processes are standardised, optimised and automated.
- Performance : we monitor SP performance based on automated Performance Rating System, with data, SLA's and KPIs generated automatically by the CMMS.
- Analytics: our data is accessible and we use the real-time operational data for analysis, including monthly dashboards generated on MS PowerBi.

SECTION 3 Environment



CLIMATE STRATEGY & PORTFOLIO RESILIENCE

Our efforts are focussed on improving energy efficiency to reduce GHG emissions.

103-1

Why it matters

With a portfolio heavily concentrated in large, urban and dense suburban, coastal areas, we face several risks that can disrupt business continuity, including potential physical risks from extreme weather as well as business and market risks that may arise in the transition to a low carbon economy. We must continue to adapt our policies, objectives and processes to improve the resiliency of our physical properties and our business. We are committed to upholding the highest standards in environmental sustainability across all aspects of our operations. We work in line with the ‘green vision’ of the UAE, working towards strengthening awareness on a greener lifestyle through energy and water efficiency.

103-2

RESPONSIBILITY

Emaar Development has a customised Environmental Management Guidelines that sets as a word class manual when it comes to environmental management. This manual describes the Environment Management system and the implementation in Emaar Development. The management of Emaar Development recognises the importance of effective Environment Management system and to demonstrate the commitment, Emaar Development will further develop and implement proactive Environmental practices in compliance with relevant legislation and industrial requirements.

It is the goal of Emaar Development to be recognised by our customers to attain excellence in Environmental performance. It is our sincere belief that Environmental aspects and impacts are preventable through concerned, effective management of our people and physical resources.

The management and monitoring of the processes and procedures contained within the Environment management system manual is the responsibility of everyone in the organisation

This Environment management system manual is set out as a guidance document to ensure that regulation requirements of relevant authorities of the United Arab Emirates Environmental Standards followed. We are committed to continuously reviewing this document in conjunction with its current operations, international standards, regulatory requirements and other applicable requirements and make necessary changes as required.

POLICIES

Emaar Development operates with a business continuity mind-set that guides how we manage risks to our business operations. This helps us determine the processes we use to ensure the timely restoration and continuation of Emaar Development’s business in the event of a disaster, system failure or other business interruption. It also guides our preparedness across each of our business units, so we may continue critical operations in the event of a disaster or system outage. We provide all employees with an overview of our BCPs as part of our new hire orientation process.

We require each business unit to develop and maintain its own strategy to ensure business continuity. We review and update these strategies at regular intervals, and when changes occur in the business unit’s organisation or functionality.



GRI METRICS

	2018	2019	2020
GREEN-HOUSE GAS EMISSIONS			
TOTAL (KWh)	610,585,039.38	585,057,595.85	524,353,904.20
³⁰⁵⁻¹ GHG EMISSIONS (MT)	432,711.00	414,620.00	371,600.00
³⁰⁵⁻⁵ % OF ABATEMENT	9.40%	4.18%	10.38%
GHG ABATED (MT)	44,898.00	18,091.00	43,020.00

SUSTAINABLE OPERATIONS

We are committed to continually improving our sustainable building strategy.

103-1

Why it matters

As a long-term owner of communities, we know sustainable buildings help increase efficiency and durability while reducing total ownership costs. We work to incorporate sustainable building designs into our existing portfolio as well as our development pipeline. We also look for ways to support and revitalise communities when we build and develop brownfield locations.

103-2

RESPONSIBILITY

Emaar Development's Investment functions including Construction Management and Development are responsible for managing sustainable building standards in our portfolio, which are developed with guidance from our environmental policies and goals. The team is expected to review all applicable plans prior to the commencement of every construction project to ensure alignment with relevant targets.

POLICIES

Our Building Design Standards and Guidelines serve as the platform for integrating sustainable features into new developments and renovations. Our environmental policies for energy, water management and sustainable design enable us to minimise our environmental footprint, reduce exposure to higher utility rates and lower operational costs through durable and long-lasting products.



7%
GOAL TO REDUCE
ELECTRICITY
CONSUMPTION
FROM 2019 LEVELS



GOALS

SUSTAINABLE BUILDINGS	TARGET DATE	STATUS	ACHIEVEMENT
Reduce energy consumption by 7% of our 2019 levels	December 2020	●	11.52% Achieved against a target of 7%*
Reduce greenhouse gas emissions by 7% of our 2019 levels	December 2020	●	10.38% Achieved against a target of 7%*
By 2020, reduce water consumption by 6.29% of our 2019 levels	December 2020	●	20.39% Achieved against a target of 6.29%*
Increase resident awareness of water savings opportunities	Continuous	●	On going
Use of non-harmful cleaning material	2017	●	Achieved
Conducting periodic maintenance as planned	Continuous	●	On going
Use of harmless pesticides or use of non-chemical methods in pest control	2017	●	Achieved
Reduction in Conventional Commuting Trips	Continuous	●	On going
Providing stations for electric cars within Emaar's iconic facilities	2016	●	Achieved

*Reduction targets exceeded due to lockdowns imposed by authorities as a result of Covid-19.

- Achieved or Completed
- Continuous
- In Progress

SUSTAINABLE OPERATIONS

contd.

STRATEGY AND APPROACH

SOLAR WATER HEATERS

Our strategy is to create more sustainable operations by using Solar water heaters in In the Villas and Townhouses.

USE OF SUSTAINABLE AND COMPOSITE MATERIAL

In Emaar South's Urbana townhouses, the car parking shades have been built using Composite treated materials. Moreover, all the materials – tile adhesives, glues, silicon, or paint – used are compliant with the Green Building requirements. We also regionally source materials to reduce our carbon footprint. In all our landscaping projects, the stone is sourced either from Oman or India. The gravel and its aggregates are sourced from Oman in Dubai Hills Estate, Dubai Creek Harbor, and Emaar South. In Emaar Beachfront, we also have a specification for high performance windows and the use of body tinted glass rather than relying on clear glass with coatings. This ensures a longer lasting high performance.

RESPONSIBLE PLANNING

All our projects are planned and developed to include ample areas of greenery, which in turn helps to improve the oxygen levels within this area. We also aim to ensure that our AC units and gas are compliant with the Green Building criteria.

PROTECT OR RESTORE OPEN HABITATS

This approach towards creating more sustainable buildings involves conserving existing natural sites and restoring damaged site area. By ensuring that the native plantation is preserved, or adapted vegetation and landscaping is maintained, we hope to provide safe habitats and promote biodiversity.

RIGOROUS DESIGN REVIEW PROCESS

As a result of extensive internal reviews of consultants submitted structural designs, we are able to achieve optimal efficiency in the use of material. This was accomplished by using our talent and experience to investigate and change several parameters in the submitted structural designs. Overall, this process has led to material savings of roughly 10% to 15% in terms of concrete and steel reinforcement usage. This material reduction results in a reduction in building weight, ultimately reducing foundation requirements.

Additionally, together with the Dubai Municipality, we played an active role in investigating and providing a formal review procedure through the establishment of clear and revised Structural Design Guidelines for Dubai. This procedure led to a significant reduction in the lateral and vertical loads on buildings, which in turn could allow for a potential material reduction of 20% to 25% in terms of concrete and reinforcement.



Case Study:

Ambient air quality at Dubai Hills Estate during construction



We systematically work towards to improving the air quality in the construction sites that we operate. In 2020, we were able to achieve the following at Dubai Hills Estate:

- Pollutant concentration was well below the limit throughout the monitoring period, with a peak of $79\mu\text{g}/\text{m}^3$ in comparison with relevant authority's established standard of $290\mu\text{g}/\text{m}^3$
- The monitoring concentration of PM10 at all monitoring locations throughout the entire monitoring period was well below the relevant authority's hourly standard of $300\mu\text{g}/\text{m}^3$.
- Sulphur dioxide was recorded to be below the laboratory detection limit of $52\mu\text{g}/\text{m}^3$ throughout the monitoring period.
- Ozone was recorded to be above the detection limit of $20\mu\text{g}/\text{m}^3$ throughout the monitoring period but still below the relevant authority's established standard of $160\mu\text{g}/\text{m}^3$.

SUSTAINABLE OPERATIONS

contd.

PROGRAMS AND INITIATIVES IN OUR COMMUNITIES



Our efforts are geared towards reducing energy use, carbon emissions and costs, as well as increasing productivity.

IN PROGRESS

A dose of Organic Enzymes is being administered to reduce the sludge levels in lakes

2020

Installed Ultrasonic Algae Control Devices in the Arabian Ranches and Emirates Living lakes to reduce chemical usage

Case Study:

Noise Pollution at Emaar South during construction



We systematically work towards to reducing the noise pollution in the constructions that we operate. In 2020, we were able to achieve the following at Emaar South:

- The Noise Pollution results showed that there was no daytime exceedance at the noise measurement locations. During the daytime, noise level varied between 46.1-55.9 dB(A). Although slight noise exceedances were recorded during the night hours of monitoring, the average night-time noise level was 48.1 dB(A), which is below the relevant authority's standard.

Our strategy focuses on optimising our asset operational efficiency and realising renewable energy opportunities.

103-1

Why it matters

Residential real estate accounts for a significant percentage of total Dubai's energy consumption. Building energy use and corresponding greenhouse gas (GHG) emissions represent our most significant environmental impact. As a leading real estate developer, Emaar Development has committed to making energy and GHG emissions reduction a central part of our long-term sustainability strategy.



103-2

RESPONSIBILITY

Emaar Development's Energy Management Team consists of six distinct functioning roles that is dedicated to planning and executing energy conservation initiatives for all our business activities. All members of the team are responsible for promoting energy efficiency, resource conservation, and applying the right energy management practices throughout the facility.

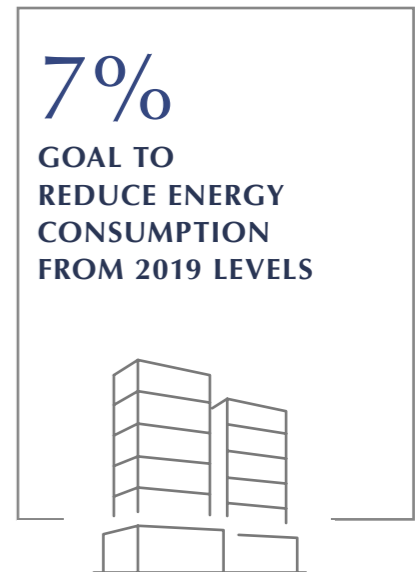
POLICIES

The objective of Emaar Energy Management Process (Emaar EMP) is to achieve and maintain optimum energy purchase and utilisation for all our assets. This reflects our commitment towards protecting the environment and reducing our portfolio energy and emissions. It also supports our plan to maximise profitability by reducing energy consumption and costs, strengthening our competitive position as a world class organisation in facility management, while simultaneously reducing the carbon footprint of both Emaar Development and the UAE.

The implementation of Emaar EMP will result in the following targets which are aligned with Emaar's Energy Policy:

- Improving energy efficiency continuously by implementing an effective energy management programme that supports all operations and customer satisfaction whilst providing a safe and comfortable environment.

- Developing and maintaining effective monitoring, reporting, and management strategies for wise energy consumption.
- Finding new and better ways to increase returns on investments through research and development and energy saving initiatives.
- Developing interest and dedication to the energy management programme from all employees, tenants, shareholders, owners, and visitors.
- Reducing operating expenses and increasing asset values by actively and responsibly managing energy consumption.
- Demonstrating commitment to our community and leadership in the real estate industry by reducing pollution associated with energy consumption.
- Reducing greenhouse gas emissions, particularly CO₂ emissions, and reducing our carbon footprint caused by energy consumption.
- Complying with regulatory laws and legislations.
- Supporting the growth of renewable energy resources and sustainability commitments



GOALS

ENERGY AND EMISSIONS	TARGET DATE	STATUS	ACHIEVEMENT
Reduce energy consumption by 7% of our 2019 levels	December 2020	●	11.52% Achieved against a target of 7%*

- Achieved or Completed
- Continuous
- In Progress

*Reduction targets exceeded due to lockdowns imposed by authorities as a result of Covid-19.

STRATEGY AND APPROACH

Emaar Development uses a cross-functional approach, integrating capital, operations and long-term planning to make investments that conserve energy, reduce emissions and engage our stakeholders at the same time. Our energy management initiatives aim to reduce greenhouse gas emissions, reduce dependency on fossil fuels, increase equipment efficiency, and reduce operational costs.

CAPITAL INVESTMENTS

Our balance sheet and portfolio of properties provides us with opportunities to invest in projects that improve the long-term sustainability of our assets. We do so by first understanding our footprint, so that we can target and prioritise projects and efforts in ways that maximise the impact and keep us on track for our goals.

We prioritise projects based on impact, size, cost, financial return, local regulations, ease of execution and timing with capital planning. We implement the high-priority items each year as budgets allow.

ENERGY MANAGEMENT PROGRAM

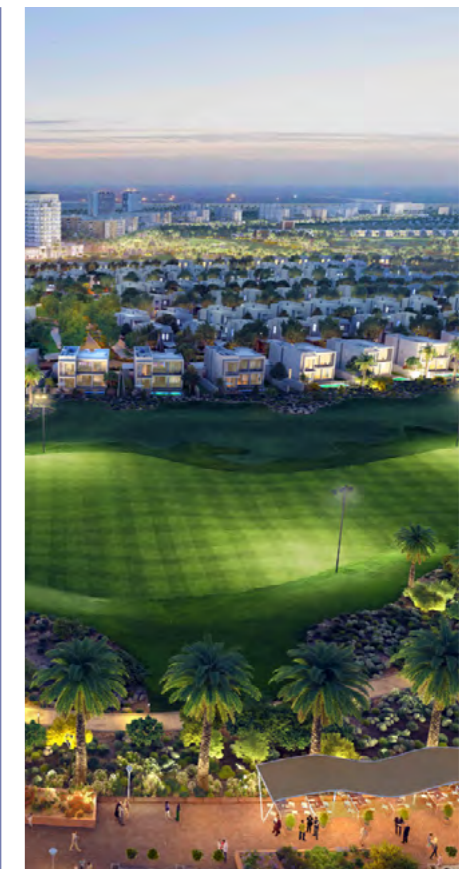
Our approach towards and Energy Management Program includes reducing energy consumption by developing and implementing site specific energy management plans that integrate operation and maintenance activities with other energy conservation measures.

To manage a facility's energy use, an effective energy monitoring and measurement methodology is developed for each asset. This methodology allows our energy management team to record and maintain a consistent energy review, and accurately analyse energy use and consumption based on measurements. By engaging in this exercise, our teams gain a better understanding of how energy is being used, and particularly identify if there are signs of avoidable waste or other opportunities to reduce consumption.

In addition to the above, our monitoring and measurement methodology will assist the energy management team to:

- Establish current consumption
- Compare current consumption with historical data and benchmarks.
- Set future targets
- Compare current consumption with targets
- Identify trends in consumption
- Produce exception reports when targets are exceeded

- Detect avoidable energy waste that might otherwise remain hidden, which could be due to poor control, unexpected equipment faults or human error, and which can be put right quickly at minimal cost impact
- Quantify the savings achieved by all the energy projects and campaigns in a manner that accounts fully for change in weather, footfall pattern occasions and any other relevant factors
- Identify fruitful lines of investigation for energy surveys by establishing a baseline
- Identify any faults in meters or sensors
- Provide baseline for Preliminary Energy Review



ENERGY & EMISSIONS

contd.

ENERGY CENTRED MAINTENANCE

As a part of our energy reduction strategy, we are also committed to the systematic maintenance of all our equipment to ensure optimal performance and efficiency. The objective of engaging in this exercise is to increase equipment efficiency on an ongoing basis, thereby reducing energy consumption over a period of time. Our Energy centred maintenance model (ECM) is a unique maintenance program that focuses on energy-related equipment. It is a process-based methodology used to analyse and continuously improve assets and equipment maintenance and energy efficiency. This approach ensures that informed energy efficiency measures are made that improve the energy efficiency of the facility in a cost-effective maintenance model.

The development and implementation of our ECM model also has the following objectives:

- Improving maintenance regime to focus on the operational condition of the equipment.
- To identify any change in the equipment performance compared to testing and commissioning data.
- To identify improvements which can be made to increase equipment's efficiency.
- Optimising the energy consumption of the equipment during its operation.
- Increase energy efficiency of the equipment through a low operation and maintenance cost.

LED LIGHTING

Emaar Development has systematically worked towards implementing LED lighting upgrades, which improve energy efficiency while reducing operating costs. LED lighting is significantly more energy efficient, lasts longer and provides a better quality of lighting. Since 2016, we completed our comprehensive LED common area lighting retrofit, accomplishing our goal to retrofit our entire portfolio and in doing so we completed more than 130,000 LED lamps.



— Reduce site based energy consumption by 5-7% from the equipment energy consumption.

Case Study:

Reducing costs, preserving the environment

Emaar Development is working towards using renewable energy as a part of its sustainability strategy to the maximum extent possible.

We have aligned our objectives of becoming more sustainable with those of HH Sheikh Mohammed bin Rashid Al Maktoum's Dubai's Clean Energy Strategy, which aims to increase the proportion of clean and renewable energy in Dubai's energy mix to 75% by 2050. This initiative will generate millions of electricity units every year and abate thousands of tons of carbon dioxide emissions annually.

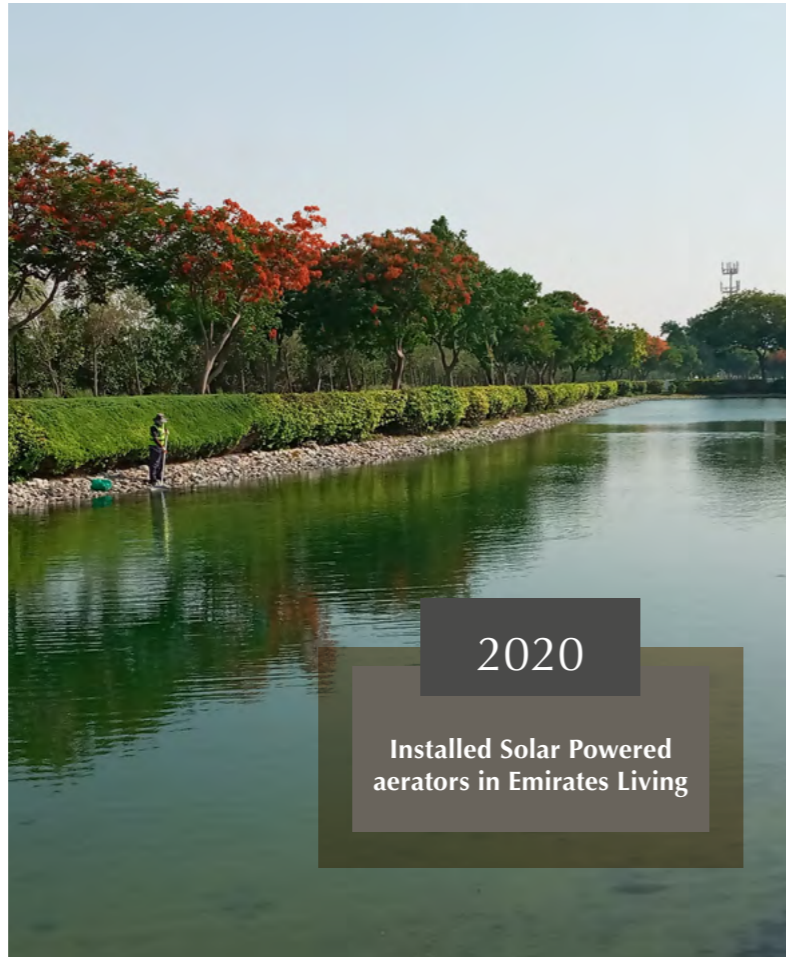


KEY METRICS

GRI METRICS	2018	2019	2020
302-1 Electricity consumption within the organisation (KWh)	340,432,178.97	323,573,064.59	286,282,299.17

GRI METRICS	2018	2019	2020
302-4 Reduction of energy consumption (%)	9.51%	4.95%	11.52%
305-1 Gross direct (Scope 1) GHG emissions in metric tons of CO ₂ equivalent (MT of CO ₂)	432,711.00	414,620.00	371,600.00
305-5 Cumulative GHG emissions reduction (%)	9.40%	4.18%	10.38%
GHG abated (MT)	44,898.00	18,091.00	43,020.0

PROGRAMS AND INITIATIVES IN OUR COMMUNITIES



PROGRAMS AND INITIATIVES IN OUR COMMUNITIES



WATER MANAGEMENT

We continue to look closely at our usage of water, and at ways of reducing water wastage, wherever possible

103-1

Why it matters

With a vast portfolio, we recognise that our impact on the environment is significant. We believe it is essential to consistently work towards reducing our water consumption to minimise our impact on the environment.

Preserving water for the daily needs of our residents is also critical. Our properties use around 232 million imperial gallons of water each year, making water a priority in Emaar Development's sustainability strategy.



103-2

RESPONSIBILITY

Our Energy and Sustainability Management Team manages water usage, expense and opportunities for conservation. The team is responsible for collaborating and implementing water saving initiatives. For more information on our Energy and Sustainability Management Team responsibilities and oversight, please see Energy and Emissions.

POLICIES

We thoughtfully control water usage and expense and we continually evaluate opportunities for water usage reduction. Water policies include water rate optimisation, sub-metering to track and reduce consumption and leak detection. Water rate optimisation ensures utility company bills accurately reflect rate schedules in order to keep costs down. Sub-metering affords residents the transparency into their own water usage, which helps identify water conservation opportunities at the resident level.

6.29%

GOAL TO
REDUCE WATER
CONSUMPTION
FROM 2019 LEVELS



GOALS

WATER	TARGET DATE	STATUS	ACHIEVEMENTS
By 2020 reduce water consumption by 6.29% of our 2019 levels	December 2020	●	20.39% Achieved against a target of 6.29%*

- Achieved or Completed
- Continuous
- In Progress

*Reduction targets exceeded due to lockdowns imposed by authorities as a result of Covid-19.

KEY METRICS

GRI METRICS	2018	2019	2020
103-1 Water consumption (m ³)	1,584,820.64	1,329,326.18	1,058,229.87

STRATEGY AND APPROACH

Emaar Development works with residents and operating partners to reduce water use and waste throughout our portfolio using various strategies and initiatives. We incorporate various water quality protection practices. Our focus remains on the reduction of domestic water consumption over the life cycle of our buildings by identifying the measures that preserve natural water, reduce water system maintenance, reduce system energy use, and reduce costs.

TARGET:
— **Reduce water consumption by 5-7% from 2019 levels.**

STORM WATER MANAGEMENT

Our masterplans are designed with clear storm water management strategies. Dubai Hills Estates communities retain water on site before discharging, with the central park acting as a storm water pond. This is followed by a redirection of water by wadi channels, including flood zones and permeable pavements.

GREY WATER RECYCLING

Grey water and partially treated water is used to irrigate plants and landscapes. All master planned projects use treated sewage for irrigation.

SUSTAINABLE LANDSCAPING

We prioritise the use of water and salt resistant plants in our green areas, and have designed xeriscapes exclusively with native plants to reduce water consumption. This strategy for water conservation is implemented in all our projects to various degrees, for example Dubai Hills Estate park has native Ghaf trees, date palms with xeriscape, and native grasses.



PROGRAMS AND INITIATIVES IN OUR COMMUNITIES



WASTE MANAGEMENT

We continue to look closely at our methods of waste segregation and disposal to reduce our environmental impact.

103-1

Why it matters

As part of our overarching societal obligation, Emaar Development continuously works to reduce waste and maximise the amount of clean recyclable material collected from households and businesses in the Serviced Areas. We produce recyclables transfer notes indicating the amount of recyclable waste generated at each collection.

103-2

RESPONSIBILITY

Emaar Development adopts a comprehensive Waste Management and Disposal Plan for managing, the safe segregation, handling, transport and disposal of Waste from designated central storage points, road curb sides and/or recycling stations to its point of final treatment or disposal.

POLICIES

Emaar Development's operations has developed its own Waste Management Guidelines and Standards that comply at all times with all Laws, with Industry Best Practice, Statutory Standards and Codes of Practice and amendments thereto issued from time to time by International Standards Bodies, a relevant industry regulator or self-regulatory body.

Emaar Development's waste management guidelines reference UAE-RE-SUP-EFM-SC-GD-007 comply with Dubai Municipality Waste Management Technical Guidelines as a minimum requirement. Emaar Development's monthly practice is to report a detailed data and analysis about the amount and type of waste generated across the whole portfolio.

STRATEGY AND APPROACH

Emaar Development deals with various types of wastes that are categorised as follows:

WASTE CATEGORY	SOURCES	COMPONENT / TYPE OF SOLID WASTES
GENERAL WASTE	Domestic Waste	Waste from households consisting of food wastes, paper, cardboard, plastics, textiles, leather, yard wastes, wood, glasses, tin cans, aluminium, other metals, household special wastes, etc.
	Bulky Waste	Waste materials that cannot be appropriately placed in normal waste containers because of either its bulky size, shape or other physical attributes. These include large worn-out or broken household, commercial, and industrial items such as furniture, lamps, bookcases, filing cabinets, consumer electronics, appliances, furniture, large auto parts, white goods, and other similar Items that cannot be handled by normal solid waste processing, collection, or disposal methods
	Institutional-Commercial-Industrial (ICI)	Non-hazardous solid waste from Institutional / commercial/ industrial sources such as waste-paper, cardboard, plastics, wood, food wastes, glass, metals, special wastes, non-industrial wastes including food wastes, etc.
	Municipal Services Waste	Waste from street sweepings and street cleaning activities, landscape and tree trimmings, catch basin debris, general wastes from parks, beaches, and recreational areas.
CONSTRUCTION AND DEMOLITION (C & D) WASTE	Commercial Building or Retail or shop strip out or fit out	Waste arising as result of construction and demolition activities such as wood waste, steel, concrete, dirt, sand, filling materials, etc.
HORTICULTURAL WASTE	—	Waste arising from residential gardening activities does not include waste from landscaping / gardening activities on roads, streets and within public parks

GRI METRICS

TRASH	TARGET DATE	STATUS	PROGRESS
Waste segregation in our commercial buildings	December 2020	●	59.3%
Waste segregation in our residential communities	December 2020	●	26.01%

- Achieved or Completed
- Continuous
- In Progress

PROGRAMS AND INITIATIVES

All solid and liquid waste generated from our construction sites, whether hazardous or non-hazardous, is collected and disposed of at an approved landfill or treatment facilities by a licensed waste contractor.

Case Study:

Waste management at Dubai Creek Harbour during construction

We are constantly working towards implementing better waste management practices at all our construction sites. For example, at Dubai Creek Harbour, we were able to achieve the following:

- Increased recycling of cardboard from 7 tons in the previous year to 13 tons in 2020.
- A significant growth in our ability to recycle metal to 495 tons in 2020 from 272 tons in the previous year.
- We were able to double our ability to divert hazardous waste from landfills, diverting 48 tons in 2020.
- 738 kg of spent fluorescent tubes were collected by an authorised e-waste recycling company.





SECTION 4

Society

DIVERSITY & INCLUSION

We are committed to fostering a safe, inclusive and productive workplace for all employees.

103-1

Why it matters

At Emaar Development, our people are a driving force behind our success. Our rich work environment captures top talent, cultivates the best ideas and creates the widest possible platform for this success. Fostering a culture of belonging for all our employees—across genders, races, ages, and all other dimensions of diversity—is a business imperative and critical to creating communities where people thrive. Guided by these values, we have established and actioned



a strategy with an overarching vision and governance, which enables us to proactively identify opportunities and set targets for the growth and development of a mixed, diverse and empowered workforce.

As a multi-national organisation, we are committed to celebrating our employees' diverse backgrounds, experiences, talents, knowledge, and creativity. We appreciate that everything that makes them different, in turn, forms the cornerstone of our competitive advantage, helping us to stand out from competitors – ultimately, bringing us together as one team, one Emaar.

103-2

POLICIES

Emaar Development stands behind the belief that diversity – be it by generation, culture, profession, gender, or ability – contributes to a stronger and more united organisation, built on trust, responsibility and commitment to excellence. Our adherence to this belief allows Emaar Development to continuously push boundaries, innovate from different perspectives, and add value to every project we undertake, while collectively learning and improving, as we shape a new future for the UAE. Simply put, a diverse and inclusive culture makes us better in every way.

Diversity is an important factor in Emaar Development's hiring process and ensures that we hire the best people based on their talent, passion and integrity, not on their race, age, experience, religion, nationality, or gender. As a lifestyle provider with a wide range of businesses, we pride ourselves on our multi-disciplinary, multi-cultural team, comprising people of different backgrounds, all of whom cater to an equally diverse customer base.

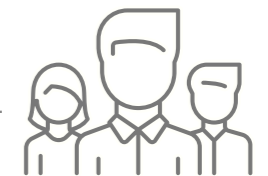
Emaar Development actively endeavours to prevent discrimination on any grounds and create an inclusive workplace, where different nationalities and cultures are represented, and equal professional opportunities are available to all.

EMAAR VALUES

We believe the continued success of our rich and inclusive culture is the responsibility of our entire workforce, and we provide opportunities for our employees to lead the way.

Within our organisation, it is important for all employees to embody and live these values. Every employee is expected to maintain a work environment that is free from discrimination and harassment. Emaar Development also prohibits retaliation against individuals who report harassment or discrimination, or participate in investigations into such conduct.

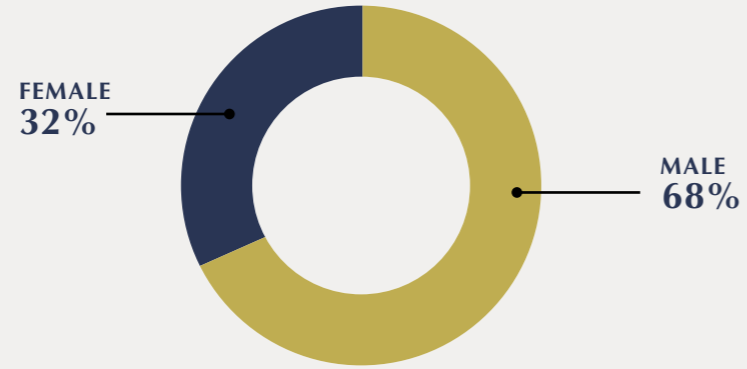
MORE THAN
300
EMPLOYED BY EMAAR
DEVELOPMENT



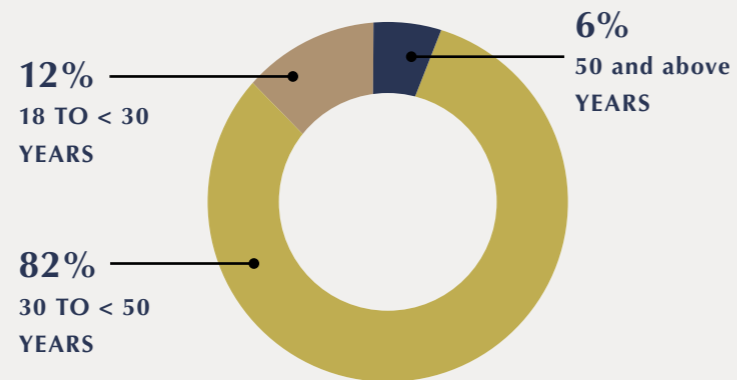
KEY METRICS

Workforce Composition

BY GENDER



BY AGE GROUP



DIVERSITY & INCLUSION

contd.

GOALS

We provide an inclusive environment where our employees have access to the resources and opportunities they need to be successful, while being their most authentic selves. We believe this approach differentiates Emaar Development in the marketplace.

Emaar Development has three broad goals that guide our diversity and inclusion strategy:

- Attract, Develop and Retain Diverse Talent
- Expand Committed and Accountable Leadership
- Enhance Inclusion

PROGRAMS AND INITIATIVES

At Emaar Development, we strive to develop programs and initiatives that create a culture of involvement and connection. These initiatives and programs provide space where all employees' voices are heard and strong connections can be cultivated. To affect change, it requires continuous action. Here is a highlight of some of our programs and initiatives designed to support our identified diversity and inclusion goals.

- We have enhanced the organisation's recruitment strategies to ensure the hiring process fosters more diversity and inclusion.
- Our "open working spaces" have been designed to remove barriers and allow employees to collaborate smoothly. Our objective is to drive a high-performance culture by encouraging open and transparent communications, regardless of titles and designations, in a creative, innovative and inclusive environment
- Our diversity-focused policies enable employees to feel genuinely welcome, safe and free to be themselves in the workplace.

ATTRACTING DIVERSE TALENT

At Emaar Development, we see diversity as our greatest strength, a strength that shapes our commitment to building an inclusive organisational culture and empowered workplace – reflective of our dedication to attracting the top talent from all over the world. We focus on creating an environment where our employees from across the globe can drive the innovation, quality and consumer-centricity needed to help us achieve our vision. As we continue to hire the best people, we do so while concentrating on their talents, expertise, and high-performing attitudes, knowing that their differences help us to thrive, grow and win together.

INCLUSION POTENTIAL

At Emaar Development, female empowerment and equality are integral parts of our core values, on par with inclusion and diversity. By providing a positive, open and empowering work environment for women, Emaar Development aims to encourage them to succeed, equip them to achieve their potential, and inspire them to unlock new possibilities.

Women are key players in our society – integral contributors to the resolute spirit of the UAE. Therefore, their invaluable contributions to our organisation can only be truly recognised and appreciated through the provision of equal opportunities, and by helping them to shape their futures and careers.

With this in mind, Emaar Development continues to align with the UAE's wise policies, following in the footsteps of the late Sheikh Zayed, who consistently emphasised, "Our job is to provide an environment that unlocks women's potential – one that protects their dignity and femininity, helps them create the necessary balance in their lives, and values their talents and potential. Given this environment, I hope that Everyone will be judged by his/her results and will get the chance to grow at the pace he/she deserves. Delivering results and living the culture are the only factors determining growth. We always create opportunities for Best People to grow"



TALENT ATTRACTION; ENGAGEMENT & RETENTION

Our employees
contribute to a
culture that drives
our success.

103-1, 102-16

Why it matters

At Emaar Development, our employees contribute to a culture that drives our success. We rely on highly skilled, engaged and motivated individuals to maintain our standing as a leader in our industry. We strive to cultivate and preserve a work environment that enables our employees to be their best.



RESPONSIBILITY

Our Human Resources business function is responsible for developing and leading the organisation in executing our employee attraction, engagement and retention strategy.

Our Board of Directors takes active involvement in Emaar Development's workforce retention and engagement.

At Emaar Development, we believe the success of our rich and inclusive culture is the responsibility of our entire workforce. Our HR team creates employee awareness and engagement through our programs and initiatives.



TALENT ATTRACTION; ENGAGEMENT & RETENTION

contd.

We strive to cultivate and preserve a work environment that enables our employees to be their best.

PROGRAMS AND INITIATIVES

404-2

TRAINING AND DEVELOPMENT

New End to End competency-based Talent Acquisition process

We initiated a new recruitment process has been designed in partnership with an external expert consultant to focus more on a structured approach that follows a consistent competency framework for each grade levels. This process involves success profiles and immersive candidate experiences.



Assessment techniques introduced to ensure we recruit the best talent:

- Online Psychometric Tests to assess the Cognitive and Personality of the candidates.
- Culture fit and competency-based interviews by Game Changers who act as “Talent Guardians” – handpicked leaders and internal top talents who will play key roles in the recruitment process for mid-management to senior management roles.

VIRTUAL INTERNSHIP PROGRAM

This year, we introduced Emaar Development’s first Virtual Internship Program as a new unique opportunity to recruit fresh and young talent in partnership with some of the world’s leading universities such as New York University, American University of Sharjah, Khalifa University and Indian Institute of Technology Madras. Interns have worked closely with the business on specific research-based projects that have been crafted to add value to the organisation in a variety of different areas for the duration of 6 weeks.

EMAAR LEADERSHIP ACADEMY

We designed the Emaar Leadership Academy, which consists of five development programs from the executive level and senior managers, up to mid-to-front-line managers. The leadership program “Future Focus Pilot” was launched as part of the Leadership Academy, wherein 23 Top Talents graduated the program including 5 Emiratis. The Future Focus Leadership Program was piloted to the selected high potential talents as initial development ground for them to solve high-priority organisational problems, working through the innovation and framework designed by an expert consultant to build and present solutions for our Executive Leaders.

TOP TALENT RECOGNITION AND ENGAGEMENT PROJECTS

We invested in assessing internal leaders and recognised top talents within the organisation to lead key projects that will have strong impact and disrupt the business - Emaar Playbook, Construction Technology, Customer Lifestyle Promise, selling as “One Emaar” are part of the ongoing projects led by Emaar Top Talents.

REVAMPED PERFORMANCE MANAGEMENT FRAMEWORK

We introduced “crisis management” competencies as new dimensions to measure a leader’s performance during crisis management planning and execution.



TALENT ATTRACTION; ENGAGEMENT & RETENTION

contd.

103-3

EMPLOYEE ENGAGEMENT SURVEYS AND OUTREACH

As part of our internal analysis, we launched an Internal Employee Survey to understand various operational, commercial and welfare facets which can then be improved upon.



EMPLOYEE SAFETY

Environmental Compliance for Dubai Creek Harbor and Dubai Hills Estate Master Development:

- Occupational Health – As per Emaar HSSE Standards Daily inspections and monthly audits ongoing – Weekly 10 Inspections and Monthly 5 audits – Site Specific, to maintain occupational health requirements
- During construction, all our sites comply with the Authorities regulations related to welfare facilities, such as resting areas, working hours, drinking water, summer timing, and Ramadan timing.

Other Safety Initiatives:

- Stop the DROP campaign - to avoid falling objects incidents
- Monthly Welfare audits at labour camps by Contractor and Consultant to ensure workers welfare is maintained includes summer working plan
- ZERO Harm Campaign to ensure Critical activities risk is minimise / eliminated
- Monthly Fire Prevention audits

Case Study:

Ensuring employee safety at our construction sites during Covid-19 imposed restrictions

Covid-19 related initiatives regarding improving HSE on project sites:

- Implemented Project Specific Business Continuity Plans and achieved ZERO Covid-19 related casualties
- Achieved minimum spread of virus, reduced infection among workers and staff by conduction daily consultations, inspections and ensuring all protocols are followed
- Workers welfare facilities modified as per DHA Requirement & Emaar HSSE Standards inline with DM Construction Code of Practice
- Temporary quarantine rooms and medical facilities allocated on site, and at camps
- Daily disinfection of accommodations, site offices, labour transport
- Robust Covid-19 case Tracker developed and tracked each case and close contact till recovery
- Site Security Access Control & Asset Protection of Projects under temporary suspension



COMMUNITY ENGAGEMENT & PHILANTHROPY

Participation in community initiatives is an integral part of Emaar Development's ESG strategy.

103-1

Why it matters

We believe in creating environments that benefit everyone, not only by providing enriching spaces but by supporting our local economy, schools and talent. We believe that everyone should benefit from our developments, which is why we've been committed to working closely with the community since day one. Today, we provide financial support, space and our employees' skills and time to schools, businesses and charities in our local community.

KEY METRICS

Emaar Foundation continued its ongoing commitment to community engagement and philanthropy in 2020. During the year, we put approximately AED 102,000,346.20 towards various charitable foundations and initiatives to support the communities in which we operate.

STRATEGY AND APPROACH

Emaar Foundation launched in 2015, and serves as the group's apex entity to drive corporate social responsibility (CSR) initiatives regionally and internationally.

The Emaar Foundation Board has been constituted with Ahmad Al Matrooshi, Managing Director of Emaar Development as the entity's Chairman.

With the objective of positioning Emaar as a global leader that inspires humanity through its CSR initiatives, Emaar Foundation is fully aligned to the company's brand values of industry thought leadership and its commitment to making a tangible contribution to support the underprivileged.

As the one-stop nodal agency that manages all CSR activities of Emaar, the Foundation will also facilitate more effective communications outreach and establish social responsibility as a core value across all operations of Emaar.

Among the CSR activities undertaken by Emaar include, support to Dubai Cares, the philanthropic organisation working to improve children's access to quality primary education in developing countries; and to Dream for Future Africa Foundation, dedicated to providing opportunity and equity for those most in need in Africa.

Emaar also supports the United Nations – World Food Programme, the world's largest humanitarian agency fighting hunger and promote autism awareness through a wide range of initiatives in Dubai in addition to extending support to Zayed University for its campaigns.

Case Study:

Emaar Development* donates 400 smart tablets to Dar Al Ber Society

In 2020 we donated 400 smart tablets to the Dar Al Ber Society to help students who are distance learning in the new academic year. The initiative helps children of low-income families with the payment of school fees, provides with them with smart tablets to enhance their ability to distance learn, and provides them with stationery supplies and apparatuses.

The donation is part of Dar Al Ber Society's community and humanitarian educational initiative 'Helping a Student of Knowledge', which was launched in conjunction with the start of the new school year.



*Emaar Group manages all CSR related activities through the Emaar Foundation, and above donations were made on behalf of all affiliates.

COMMUNITY ENGAGEMENT & PHILANTHROPY

KEY INITIATIVES*

OBJECTIVE	TYPE OF CONTRIBUTION	TOTAL VALUE (AED)	BENEFICIARY
FOR COVID-19	Contribution to social solidarity fund – Covid-19	100,000,000.00	Islamic Affairs & Charitable Activities Department
MEAL DISTRIBUTED TO LABOURERS DURING RAMADAN	Ramadan Meal Distribution	1,070,433.42	Labourers
DONATION TO SOCIETY	Donation	500,000.00	Dar Al Ber Society
FOR MASS WEDDING	Mass Wedding	350,000.00	Dubai Women's Association
DONATION TO SOCIETY	400 Lenovo Tablets Donation to Dar Al Ber	223,805.40	Dar Al Ber Society

*Emaar Group manages all CSR related activities through the Emaar Foundation, and above donations were made on behalf of all affiliates.

BUSINESS CONTINUITY & COMMUNITY ENGAGEMENT DURING COVID-19

Taking care of all our stakeholders through Covid-19 related challenges remains a priority for our organisation.

OUR CUSTOMERS

HEALTH & SAFETY

Emaar Owned Assets and Emaar Communities:

- Introduced new Covid-19 awareness campaigns by including latest Covid-19 facts and information
- Sanitised high-touch points in all communities and facilities using high-grade disinfectants
- Weekly sanitisation drives in all high-risk common areas
- More social distancing signage and measures
- Arranged temporary isolation rooms
- Ensured minimum direct interaction with customers

Emaar Communities:

- Coordinated with ambulance services and local pharmacies for quicker response
- Promoted grocery delivery by noon.com in residential communities
- Introduced commercial dispensers for gloves, masks, hand sanitisers in residential communities
- Home doctors and pharmaceutical deliveries made directly through medical service providers or noon.com
- Conducted webinars on home safety, maintenance and energy conservation
- Prepared for the closure of amenities in line with local authorities' guidelines

NEEDS

Emaar Owned Assets and Emaar Communities:

- Conducted customer surveys to understand their expectations and requirement during lock-down
- Increased cleaning and sterilisation cycles of common areas and installed hand sanitisers near all touch points

- Adhered to safety precautions during the maintenance cleaning inside the apartments
- Put up detailed posters and displays, demonstrating the guidelines during visiting Emaar malls and community centres
- Prepared our facilities in case of lockdowns (bed space, food, etc.)

Emaar Communities:

- Introduced mobile Covid-19 test stations in all master communities
- Introduced monthly/flexible payment plans for service fees
- Expedited collections and related legal efforts on service fee collections
- Identified more ways to cut costs to benefit homeowners with lower service fees (15% already discounted in 2020)
- Worked with vendors to provide preferential rates and discounts for home sanitisation with Emaar One app team for customers to use

FINANCIAL

OPERATIONS

Supply Chain

- Maintained enough stocks for critical spares, cleaning & disinfection chemicals & PPE
- Ordered spares and consumables as per increased lead times to avoid last-minute "costly" purchase

Contract Management

- Introduced manpower based solutions and removal of management charges
- Open LPO approach for smaller sites & Centralised approach in FM management through BMS
- Reduced or removed any certification, surveys, testing, accreditations under unsafe conditions
- Developed package offerings from which business can choose – regular / lean / ultra-lean (mandatory only)

- Managed cash flow by rethinking and optimising the duration of supplier payments
- Made back to back arrangements with service providers to reduce impact on margins
- Suspended all non-essential services
- Implemented more contract consolidation for additional cost reductions
- Outlined dynamic crisis scenarios for sanitisation, disinfection and isolations (including service providers accommodation)
- Arranged for site based accommodation (store rooms, site offices) for critical staff to remain on site

Energy

- Introduced incentive campaigns for service providers for introducing more energy saving initiatives
- Introduced incentive campaigns for residents in central cooled buildings to promote energy savings
- Revised energy on/off strategies to reduce energy consumption for air conditioning and lighting systems
- Identified loads (80/20) principle and strategy to optimise use based on different scenarios.
- Identified possible energy savings for mass lockdown and partial lockdown situations
- Prepared a list of equipment and their operational timings during a breakdown for immediate implementation
- Prepared a guideline for end user (tenants) for operating their internal equipment to achieve energy savings
- Aligned Emaar Asset Management strategy energy KPIs and targets, considering Covid-19 impact

COVID-19 IMPACT

contd.

MANAGEMENT

REGULATORY COMPLIANCE

- Developed and followed the “Guideline to building operation during Covid-19”
- Defined SOP’s for any prolonged shutdown from FM and Energy perspectives
- Developed “Covid-19 Maintenance Plans”; defined and implemented lean maintenance based on regulatory requirements, and incorporated them within Maximo as job plans
- Improved coordination with government authorities to get updated instructions/Covid-19 directions
- Conducted continuous training programs for service providers to comply with regulatory requirements
- Evaluated the compliance of all service providers

TECHNOLOGY

- Explored latest cleaning & disinfection technologies, communicated it with all business units, and implemented them wherever feasible. This included specialised tech-driven services that are considered essential post Covid-19, such as infection control, hygiene management, robotics, IoT, and air quality control
- Continued to provide more online services for customers in Emaar communities
- Maximised the use of remote monitoring and tracking systems available in ICMS/ESAM/Maximo to improve operational efficiency and reduce costs
- Introduced SMS/email/Emaar one app pop-up alerts for conveying lock-down and sanitisation related messages to customers
- Introduced Robots for sterilisation/disinfection purposes inside assets (reduce the need for human innervation in exposed areas.)

WORKPLACE

LOCATION

- Prepared for alternative office locations for staff and introduced more temporary workstations/offices across various community management and facility management sites
- Considered “Working From Home” option in case a second outbreak happened, and adapted to a remote working culture
- Staff from the same team were instructed to operate from different offices
- Conducted mandatory Covid -19 awareness training for all staff
- Introduced dynamic 24/7 scheduling to ensure round the clock presence on site

CLEANING & DISINFECTION

- Provided workplace safe environment, by increasing cleaning and disinfection cycles and as per DM guidelines / Emaar corporate guidelines
- Utilised disinfection and sanitisation materials with 30 days efficacy
- Conducted Daily/Weekly sanitisation procedures in all offices
- Maintained sanitisation tunnels at every entry point
- Dedicated cleaners to all common areas and community spaces for continuous cleaning and disinfection
- Proper utilisation of personal protective equipment (PPE) was made mandatory for all employees and service providers
- Pest Control services continued to remain operational

EMPLOYEE

HEALTH AND WELLBEING

- Conducted monthly Covid-19 test for site operations staff
- Temporary on-site accommodations arrangements were made for staff staying in shared accommodation or in high-risk zones
- Strict measures on PPEs, hygiene and social distancing were introduced
- Ensured a sufficient stock of PPE for our employees’ safety
- Conducted employee awareness training
- Protocols set to ensure safe physical meetings, and to avoid face to face meetings
- Corporate guidelines to minimise

STAFF ROTATION

- Split teams to ensure limited physical interactions
- Upskilled teams to enable handling of multiple specialties as back-up in case of increase Covid-19 infection rate
- Cross trained teams to enable them to take over any facility control in case of local team infection/unavailability
- Facilitated knowledge sharing and lessons learned among community management and facility management team members

An architectural rendering of a modern residential development. The scene is viewed from an elevated perspective, showing a central courtyard area with a paved walkway, lush greenery, and a playground. The buildings are multi-story, light-colored structures with flat roofs and large windows. The sky is clear and blue. The text 'SECTION 5' is positioned above 'GRI Content Index' in a white, serif font.

SECTION 5
GRI Content Index

GRI INDEX

GRI STANDARD	DESCRIPTION	REPORT LOCATION OR DIRECT ANSWER
GENERAL DISCLOSURES		
ORGANISATIONAL PROFILE		
102-1	Name of the organisation	Emaar Development (DFM: EMAARDEV:UH)
102-2	Activities, brands, products and services	Our Business
102-3	Location of headquarters	Emaar Development's corporate headquarters is located in Dubai, UAE. In addition, we operate property management offices in each of our markets.
102-4	Location of operations	Our Business
102-5	Ownership and legal form	Corporate Governance Report
102-6	Markets served	Our Business
102-7	Scale of the organisation	Investor Presentation
102-8	Information on employees and other workers	Society—Talent Attraction, Engagement and Retention
102-9	Supply chain	Emaar Development's supply chain is limited to its corporate operations and portfolio properties. We directly engage with a number of third-party suppliers for the procurement of materials and services for the construction of new development projects and ongoing operation of existing buildings.
102-10	Significant changes to organisation and supply chain	We had no significant changes to our organisation or our supply chain in 2020.
102-11	Precautionary Principle or approach	Emaar Development does not currently address the Precautionary Principle.

GRI INDEX

contd.

GRI STANDARD	DESCRIPTION	REPORT LOCATION OR DIRECT ANSWER
GENERAL DISCLOSURES		
STRATEGY		
102-14	Statement from senior decision-maker	Founder's Letter
102-16	Values, principles, standards and norms of behaviour	Business Ethics
102-17	Mechanisms for advice and concerns about ethics	Business Ethics
GOVERNANCE		
102-18	Governance structure	Corporate Governance Report
102-19	Delegating authority	Corporate Governance Report
102-20	Executive-level responsibility for economic, environmental and social topics	ESG Reporting
102-32	Highest governance body's role in sustainability reporting	ESG Reporting
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	Engaging with our Stakeholders
102-42	Basis for identifying and selecting stakeholders	Engaging with our Stakeholders
102-43	Approach to stakeholder engagement	Engaging with our Stakeholders
102-44	Key topics, concerns raised, which stakeholder group raised each key topic/concern, and how the organisation has responded (including through reporting)	Materiality

1. About this Report

2. Governance and Ethics

3. Environment

4. Society

5. GRI Content Index

GRI INDEX

contd.

GRI STANDARD	DESCRIPTION	REPORT LOCATION OR DIRECT ANSWER
GENERAL DISCLOSURES		
REPORTING PRACTICES		
102-45	Entities included in consolidated financial statements	Annual Report 2020
102-46	Process for defining report content and topic Boundaries: how the reporting principles for defining report content were applied	Materiality
102-47	List of material topics	Materiality
102-48	Effect of restatements of information and reasons for them	None
102-49	Changes in reporting	None
102-50	Reporting period	All data presented covers calendar year 2020 unless otherwise stated.
102-51	Date of most recent report	FY2020
102-52	Reporting cycle	Annual
102-53	Contact point for questions	Abhay Singhvi ASinghvi@emaar.ae
102-54	Core or comprehensive claim	Reporting Approach
102-55	GRI Index	This document represents Emaar Development's content index.
102-56	Policy/practice for external assurance	2020 Auditor's Report

1. About this Report

2. Governance and Ethics

3. Environment

4. Society

5. GRI Content Index

GRI STANDARD	DESCRIPTION	REPORT LOCATION OR DIRECT ANSWER
TOPIC-SPECIFIC DISCLOSURES		
ECONOMIC PERFORMANCE		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundaries	Environment—Climate Strategy and Portfolio Resilience Boundary—Internal, all operations; External, communities
	103-2 The management approach and its components	Environment—Climate Strategy and Portfolio Resilience
	103-3 Evaluation of the management approach	Environment—Climate Strategy and Portfolio Resilience
201-2	Financial implications and other risks and opportunities due to climate change	Environment—Climate Strategy and Portfolio Resilience
ENERGY		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundaries	Environment—Energy and Emissions Boundary—Internal, all operations; External, communities, residents
	103-2 The management approach and its components	Environment—Energy and Emissions
	103-3 Evaluation of the management approach	Environment—Energy and Emissions
	Energy consumption within the organisation	Environment—Energy and Emissions;
302-1	Energy consumption within the organisation	Environment—Energy and Emissions;

GRI STANDARD	DESCRIPTION	REPORT LOCATION OR DIRECT ANSWER
TOPIC-SPECIFIC DISCLOSURES		
ENERGY		
302-2	Energy consumption outside of the organisation	2019 Assurance Statement
302-4	Reduction of energy consumption	Environment—Energy and Emissions;
WATER		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundaries	Environment—Water and Trash Boundary—Internal, all operations; External, communities, residents
	103-2 The management approach and its components	Environment—Water and Trash
	103-3 Evaluation of the management approach	Environment—Water and Trash
303-1	Interactions with water as a shared resource	Environment—Water and Trash
303-5	Water consumption	Environment—Water and Trash;
EMISSIONS		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundaries	Environment—Energy and Emissions Boundary—Internal, all operations; External, communities, residents
	103-2 The management approach and its components	Environment—Energy and Emissions
	103-3 Evaluation of the management approach	Environment—Energy and Emissions

GRI STANDARD	DESCRIPTION	REPORT LOCATION OR DIRECT ANSWER
TOPIC-SPECIFIC DISCLOSURES		
305-1	Direct (Scope 1) GHG emissions	Environment—Energy and Emissions;
305-5	Reduction of GHG emissions	Environment—Energy and Emissions
EFFLUENTS AND WASTE		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundaries	Environment—Water Management Boundary—Internal, all operations; External, communities, residents
	103-2 The management approach and its components	Environment—Water Management
	103-3 Evaluation of the management approach	Environment—Water Management
306-2	Waste by type and disposal method	Environment—Water Management
TALENT ATTRACTION, ENGAGEMENT AND RETENTION		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundaries	Society—Talent Attraction, Engagement and Retention Boundary—Internal, all operations; External, potential employees
	103-2 The management approach and its components	Society—Talent Attraction, Engagement and Retention
	103-3 Evaluation of the management approach	Society—Talent Attraction, Engagement and Retention

GRI INDEX

contd.

GRI STANDARD	DESCRIPTION	REPORT LOCATION OR DIRECT ANSWER
TOPIC-SPECIFIC DISCLOSURES		
TRAINING AND EDUCATION		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundaries	Society—Talent Attraction, Engagement and Retention
	103-2 The management approach and its components	Society—Talent Attraction, Engagement and Retention
	103-3 Evaluation of the management approach	Society—Talent Attraction, Engagement and Retention
404-2	Programs for upgrading employee skills and transition assistance programs	Society—Talent Attraction, Engagement and Retention
404-3	Percentage of employees receiving regular performance and career development reviews	Society—Talent Attraction, Engagement and Retention;
DIVERSITY AND EQUAL OPPORTUNITY		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundaries	Society—Diversity and Inclusion Boundary—Internal, all operations; External, potential employees, communities, residents
	103-2 The management approach and its components	Society—Diversity and Inclusion
	103-3 Evaluation of the management approach	Society—Diversity and Inclusion
405-1	Diversity of governance bodies and employees	Society—Diversity and Inclusion;

EMAAR

DEVELOPMENT

Emaar Development PJSC
Dubai, UAE
www.emaar.com

