

EMAAR

SUSTAINABILITY REPORT
2020



EMAAR PROPERTIES PJSC

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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 groundbreaking 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 to focus on Talent, not Title

Launched the Dubai Mall's virtual store

GOVERNANCE

Achieved five new accreditations:

- **ISO 50001**
Energy Management System
- **ISO 14001**
Environmental Management System
- **ISO 55001**
Asset Management System
- **ISO 41001**
Facilities Management System
- **ISO 45001**
Occupational Health & Safety System

OUR BUSINESS

Emaar Properties PJSC (DFM: EMAAR:UH) is one of the world's most valuable and admired lifestyle developers. We create value through property investment and development, shopping malls, retail centres, hospitality, and property management services, and have a market capitalisation of approximately ~AED 28 billion⁴.

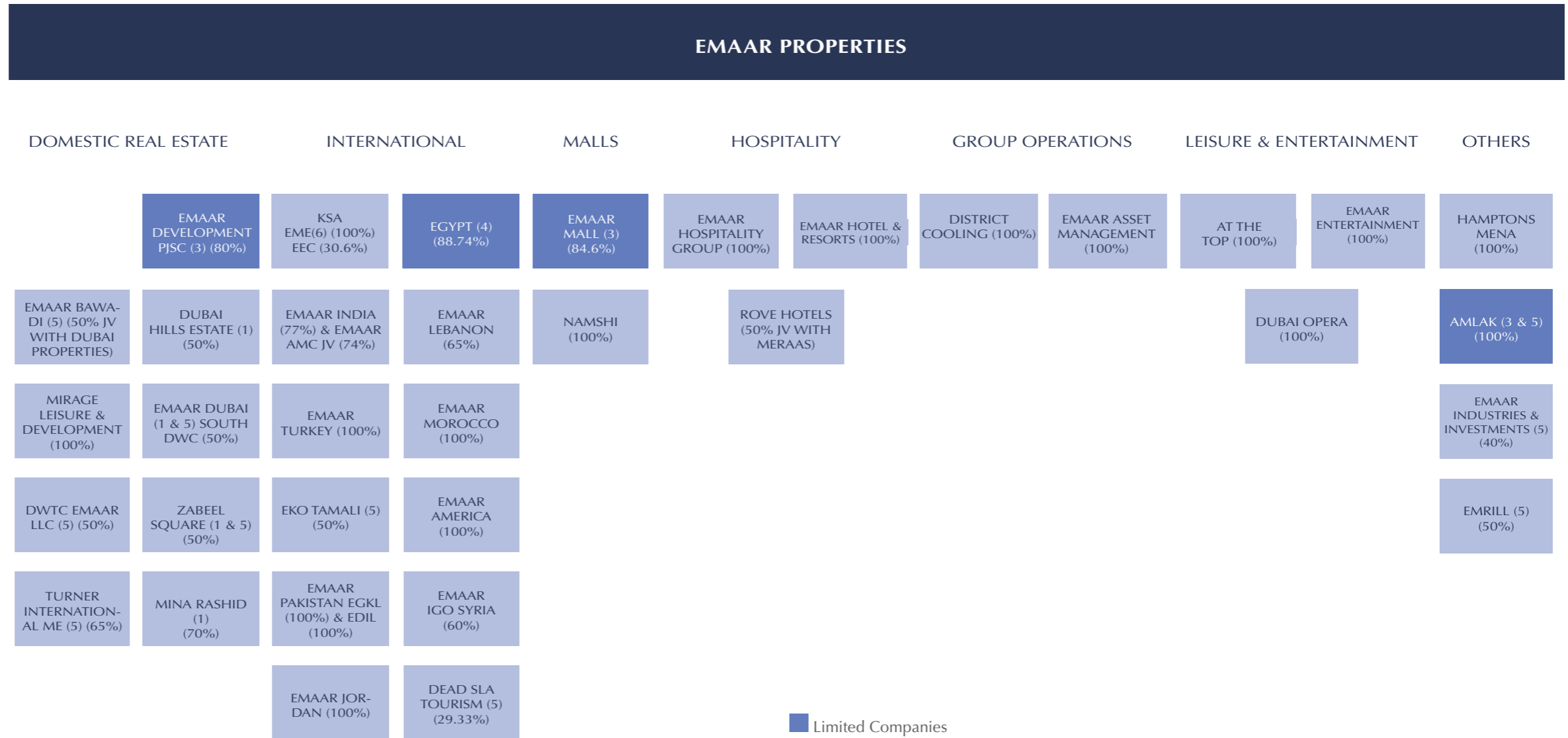
At Emaar Properties, our Corporate Purpose is to be the most admired realty group globally, that transforms the lives of its occupiers. Sustainability is a key driver in our commitment to creating the best communities for people to live, work, and play. Our portfolio of assets is focused in transit-oriented urban and high-density suburban locations that are an excellent fit for our sustainability efforts.



<p>CREATOR OF WORLD-RENOWNED ARCHITECTURES</p> <hr/> <p>BURJ KHALIFA</p> <p>Tallest building in the world</p> <hr/> <p>THE DUBAI MALL</p> <p>Most visited mall in the world</p> <hr/> <p>THE DUBAI FOUNTAIN</p> <p>World's tallest choreographed musical fountain</p>	<p>GLOBAL RANKINGS¹ IN LISTED REAL ESTATE SPACE</p> <hr/> <p>RANKED #1</p> <p>Best regarded company among real estate companies in the world²</p> <hr/> <p>1ST in Market Cap³</p> <p>MENA under MSCI EM Index</p> <hr/> <p>25TH in Net Profit³</p> <p>In Emerging Markets (1st excluding China)</p> <hr/> <p>27TH in Revenue³</p> <p>In Emerging Markets (1st excluding China)</p>	<p>PROVEN EXECUTION IN UAE & INTERNATIONAL MARKETS</p> <hr/> <p>c. 113,900 globally</p> <hr/> <p>c. 73,500 in UAE</p> <hr/> <p>Residential units sold since 2002</p> <hr/> <p>c. 47,100 in UAE</p> <hr/> <p>c. 72,100 globally</p> <hr/> <p>Residential units delivered since 2002</p> <hr/> <p>1.7 BN sq. ft.</p> <hr/> <p>Land bank in key countries</p>	<p>STRONG REVENUE VISIBILITY</p> <hr/> <p>AED 36.7 BN globally</p> <hr/> <p>AED 24.7 BN in UAE</p> <hr/> <p>Robust revenue backlog</p> <hr/> <p>26% Recurring Revenue</p> <hr/> <p>Robust recurring business</p>
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1) Source- Bloomberg, 2) By Forbes in 2019, 3) As on 31st December 2020, 4) As of 6th May 2021.

GROUP STRUCTURE



■ Limited Companies

NOTES:

- (1) Only built projects are held by Emaar Development and JV partners. Build to lease and operate (BTL/BTO) projects are directly held by Emaar Properties PJSC, its subsidiaries and JV partners.
- (2) Dubai Creek Harbour is a joint development agreement hence not included in above structure. (3) Listed on DFM. (4) Listed on EGX. (5) Equity accounted joint ventures or associates. (6) Listed on Tadawul Exchange.

SECTION 1

About this Report



ENGAGING WITH OUR STAKEHOLDERS

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 residents, shoppers, employees, investors and our other stakeholders. We engage regularly with our diverse stakeholder groups through the following methods:

Residents	We solicit feedback from residents through periodic surveys and we engage frequently with them through resident events, regular newsletters, email communications and social media.
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 regular town hall meetings 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, along with maintaining cadence with the investor community.
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 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 properties.
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.

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

REPORTING APPROACH

102-50, 102-51, 102-52

Emaar Properties' 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

102-44, 102-46, 102-4

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 Group continues to demonstrate that we are aware of key drivers for sustainability performance. We are continuously working towards improving our performance by implementing key initiative 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 Group's objectives and progress.

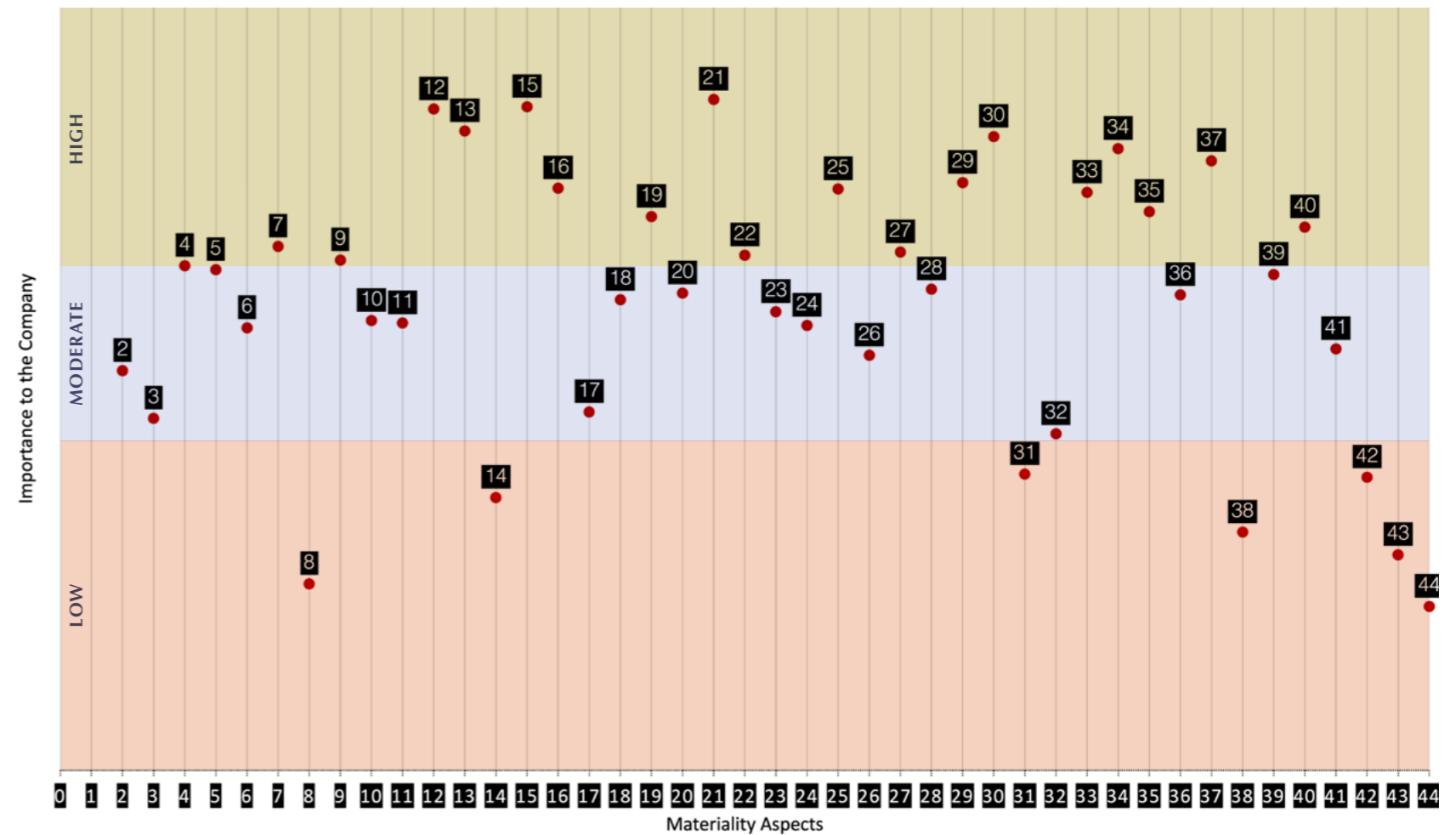
We undertook a materiality survey and analysis to understand the issues that are most significant and relevant to our Group. Material sustainability issues were identified through a materiality assessment process as those being of highest importance to our stakeholders. To manage risk effectively and 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 Group'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 Group'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 and the Emaar Group, including Emaar Properties PJSC; Emaar Developments PJSC; and Emaar Malls PJSC. 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.

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

MATERIALITY MAPPING



MATERIALITY

contd.

ISSUE #	MATERIAL ISSUE	READ MORE
	ENVIRONMENT	
2	Climate Change Mitigation & Adoption	12, 20
3	Air Pollution Control & Toxic Emission Management	12, 20, 25
4	Energy Management & Renewable Energy Usage	12, 25
5	Water Management	12, 37
6	Effluent/Waste Water Management	12, 37
7	Fuel Waste Management	39
8	Biodiversity Management	21
9	Environment Compliance	9
10	Natural Resources Conservation (soil, air and water)	21
	SOCIAL CAPITAL	
11	Human Rights	46
12	Customer Privacy	18
13	Data Security	18
14	Access & Affordability	see note below
15	Product Quality & Safety	21, 51
16	Customer Welfare	21, 51
17	Charitable Giving	54
18	Social Development & Community Involvement	54
	HUMAN CAPITAL	
19	Labour Practice & Employment	46, 49
20	Training and Skill Development	49
21	Employee Health & Safety	46, 49
22	Staff Succession Planning	46, 49
23	Employee Engagement, Diversity & Inclusion	46

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	18
31	Renewable Energy Generation	25
32	Competitive Behaviour	see note below
33	Management of the Legal & Regulatory Environment	17, 18
34	Risk Management	14
35	Grievance Redressal of Stakeholders	14
36	Responsible investment	26
37	Reputation, Communications and Awareness	8
	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 Properties has set a 5-year functional strategy (2017-2021) that aims to integrate measureable 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 Properties 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).

Due to lockdowns enforced to combat the Covid-19 pandemic, certain assets may have operated for lesser periods than under normal circumstances. As a result, greater than normal reductions in certain KPIs may be recorded for 2020 and should not be considered for inter-temporal comparisons.

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 21.94% reduction in water consumption in more than 70 facilities and communities, including malls, community centers, Burj Khalifa, and the The Dubai Fountain.



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.

Note: Data comparison is between facilities existing in 2016 (Baseline normalised)



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. We have also been developing a robot solution to replace technical rounds, optimising our current processes, allowing savings of approximately 6,500 yearly man-hours.



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 57.8% of our recyclable waste.



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 13.23% in energy consumption and 15.76% savings in district cooling compared to 2019.

GOALS & COMMITMENTS

contd.

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

SDG	SDG TARGETS	OUR INITIATIVE	STATUS	KPIs
	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"> Springs Souk Arabian Ranches Souk Meadows Souk & Meadows Village Gold & Diamond Park 	In Progress In Progress In Progress In Progress	<ul style="list-style-type: none"> - Target Q2/2021 / KPI Savings: 4.6% - Target Q3/2021 / KPI Savings 20% - Target Q1/2022 / KPI Savings 15% - Target Q2/2021 / KPI Savings 6.3%
	INDUSTRY, INNOVATION AND INFRASTRUCTURE	<ul style="list-style-type: none"> Robotic Process Automation (RPA) process for financial audits Digitalisation (videos) of trainings and SOP Explore a robot solution to replace the technical rounds. Savings of 6,500 Man hours yearly Implementation of Energy Centered Maintenance model IoT project at Burj Khalifa predictive FM analysis (Pilot) 	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 FM operations Food composting in kitchens and cafeterias Reverse Vending Machines with a reward scheme to encourage public to segregate and recycle Development and implementation of life cycle analysis and life cycle costing mode 	Completed Completed 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 Managed Hotels & Resorts:</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 Saving Program at Emaar Malls and Community Centers 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), ISO 41001 (Facility Management System) 	Completed Completed Completed Completed Completed 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

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

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.

As a part of this strategy, we have systematically worked towards implementing LED lighting upgrades that 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.

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 gain 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 are constantly in the process of reviewing our overall purpose and 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-based volunteering
RENEWABLES <ul style="list-style-type: none"> Explore opportunities for in-site renewables across the real estate portfolio 	WELLBEING <ul style="list-style-type: none"> Increase engagement with our suppliers in wellbeing and mental health in particular 	
WASTE <ul style="list-style-type: none"> Set operation waste intensity target (tonnes per sq. m.) 	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 	
WATER <ul style="list-style-type: none"> Benchmark water consumption across the real estate portfolio and set reduction targets Improve accuracy of water data 	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 environment 	
HEALTHY HABITATS <ul style="list-style-type: none"> Identify opportunities for the development of green infrastructure across the portfolio 		



SECTION 2
Governance
& Ethics

GOVERNANCE AND ETHICS

102-18, 102-19, 102-20, 102-32

Emaar Properties' 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 Properties' 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 world-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 Properties, and ultimately, our ongoing success.

103-2, 102-16, 205-2

POLICIES

Emaar Properties' 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 Properties 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 Group and all Business Partners to ensure compliance with Anti-Corruption Laws and Emaar Group's business standards and expectations.

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

Emaar Group 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 Transaction 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 Group, 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 Properties 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 Group have established comprehensive Corporate Anti-Fraud and Whistleblower Policy, which is approved by the Board of Directors. Further, Emaar Group 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

In Group Operations, we use several sources of data to gain 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. Our data collection focuses on the following:

- Quality: our sources of maintenance, utilities and performance management data are fully digitised.
- Connectivity: our CMMS system is implemented in all facilities and is integrated with our 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



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's Group Operations developed 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. The management of Emaar recognises the importance of effective Environment Management system and to demonstrate the commitment, Emaar will further develop and implement proactive Environmental practices in compliance with relevant legislation and industrial requirements.

It is the goal of Emaar 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 Properties 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 Properties' 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)	1,234,514,588.30	1,167,934,737.50	996,585,820.20
³⁰⁵⁻¹ GHG EMISSIONS (MT)	874,879.00	827,695.00	706,263.00
³⁰⁵⁻⁵ % OF ABATEMENT	4.20%	5.40%	14.70%
GHG ABATED (MT)	38,724.00	47,184.00	121,432.00

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 Properties' 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.



6.69%
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	●	13.23% Achieved against a target of 7%*
Reduce greenhouse gas emissions by 7% of our 2019 levels	December 2020	●	14.70% Achieved against a target of 7%*
By 2020, reduce water consumption by 5% of our 2019 levels	December 2020	●	21.94% Achieved against a target of 5%*
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

BUILDING EXTERIOR AND HARDSCAPE MANAGEMENT

The development of our maintenance plan that ensures that the building exterior and hardscape is preserved well, which in turn reduces our impact on the environment (through groundwater pollution) and outdoor air quality (through air pollution). The plan addresses the type of harmless chemicals used for cleaning, reducing solid wastes, chemical run-off, etc.

OUTDOOR PEST MANAGEMENT

Our Integrated Outdoor Pest Management Plan is developed to protect human health and the surrounding environment. It does so by using the least toxic chemical pesticides, while also being targeted to specific locations. However, we aim to always show a preference to the use of preventative non-chemical methods of pest control.

ENCOURAGING ALTERNATIVE TRANSPORTATION

We aim to reduce our building occupants' dependency on conventionally fuelled vehicles by providing easy access to bicycle racks, alternative fuel vehicles (i.e. electrical or hybrid cars), and charging stations. This is indented to reduce the impact of conventional vehicles on the environment, thereby reducing CO₂ emissions and air pollution.

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.

WATER QUALITY (Pools, Fountains and Water Features)

The water quality of our swimming pools and water features are highly important to ensure that no microbiological pollution adversely affects our users or visitors. Therefore, we have implemented a program to ensure planned periodic cleaning, and that water quality is always tested to avoid any impact on the health and wellbeing of humans. The water quality is to be maintained by using an efficient filtration and disinfectant system.

— More than 40 EV chargers installed across properties and residential assets.



SUSTAINABLE OPERATIONS

contd.

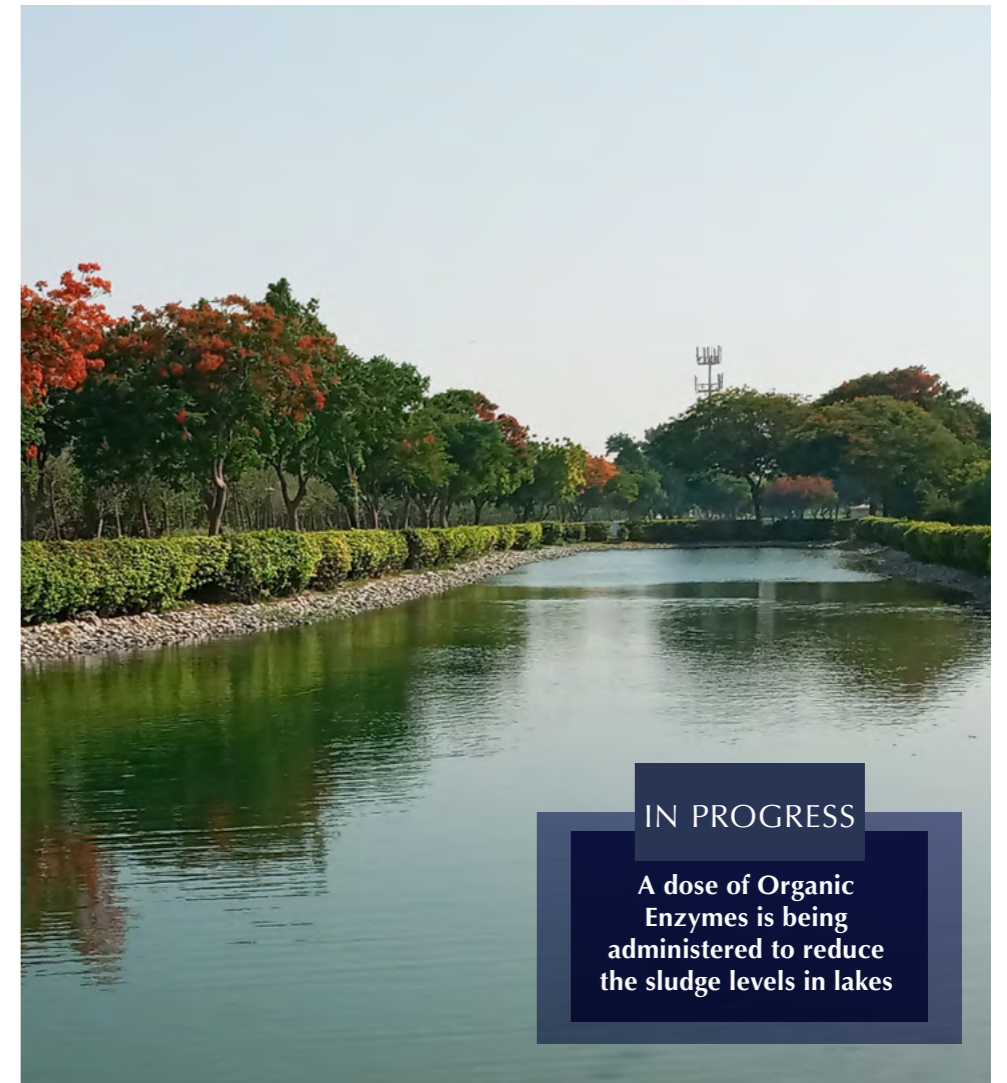
PROGRAMS AND INITIATIVES IN OUR COMMUNITIES

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



2020

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



IN PROGRESS

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

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

103-1

Why it matters

Residential and commercial 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. Emaar Properties has committed to making energy and GHG emissions reduction a central part of our long-term sustainability strategy.



103-2

RESPONSIBILITY

Emaar Properties' 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.

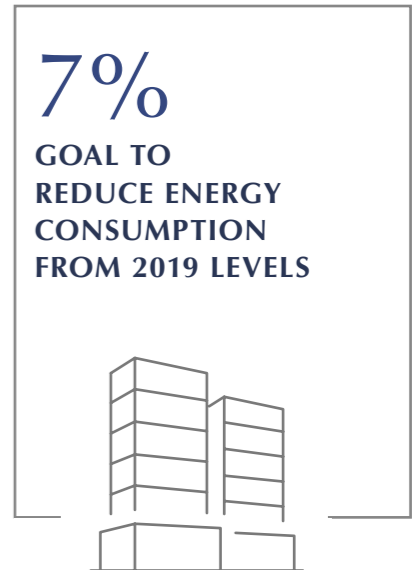
POLICIES

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 Properties 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	●	13.23% 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 Properties 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 strength 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 Properties 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.



KEY METRICS

GRI METRICS	2018	2019	2020
302-1 Electricity consumption within the organisation (KWh)	538,418,289.61	503,450,617.43	436,819,895.69

GRI METRICS	2018	2019	2020
302-4 Reduction of energy consumption (%)	5.77%	6.49%	13.23%
305-1 Gross direct (Scope 1) GHG emissions in metric tons of CO ₂ equivalent (MT of CO ₂)	874,879	827,695	706,263
305-5 Cumulative GHG emissions reduction (%)	4.20%	5.40%	14.70%
GHG abated (MT)	38,724.00	47,184.00	121,432.0

ENERGY & EMISSIONS

contd.

PROGRAMS AND INITIATIVES BY EMAAR PROPERTIES

Burj Khalifa

Smart buildings can reduce energy use, carbon emissions and costs, as well as increase productivity.



PROGRAMS AND INITIATIVES BY EMAAR PROPERTIES

The Dubai Fountain

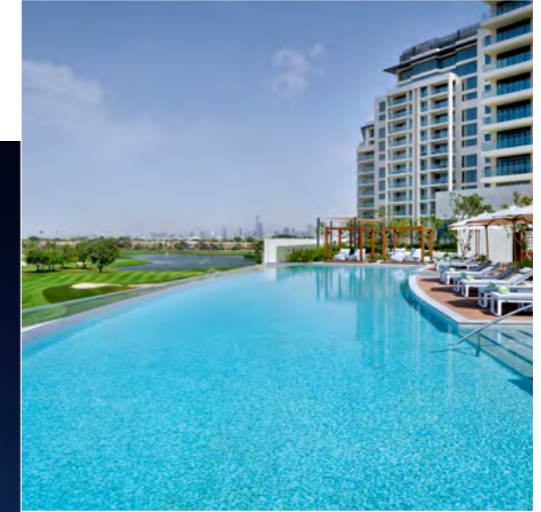
LED lighting is significantly more energy efficient, lasts longer and provides a better quality of lighting.



PROGRAMS AND INITIATIVES BY EMAAR PROPERTIES

All Hotels

We made progress in minimising our environmental impact by implementing strategic initiatives and innovative technologies.



PROGRAMS AND INITIATIVES BY EMAAR PROPERTIES

Emaar Entertainment

Our electricity usage is the most important contributor to total greenhouse gas emissions.



2020

Replacement of incandescent fixtures with LED lights in Kidzania



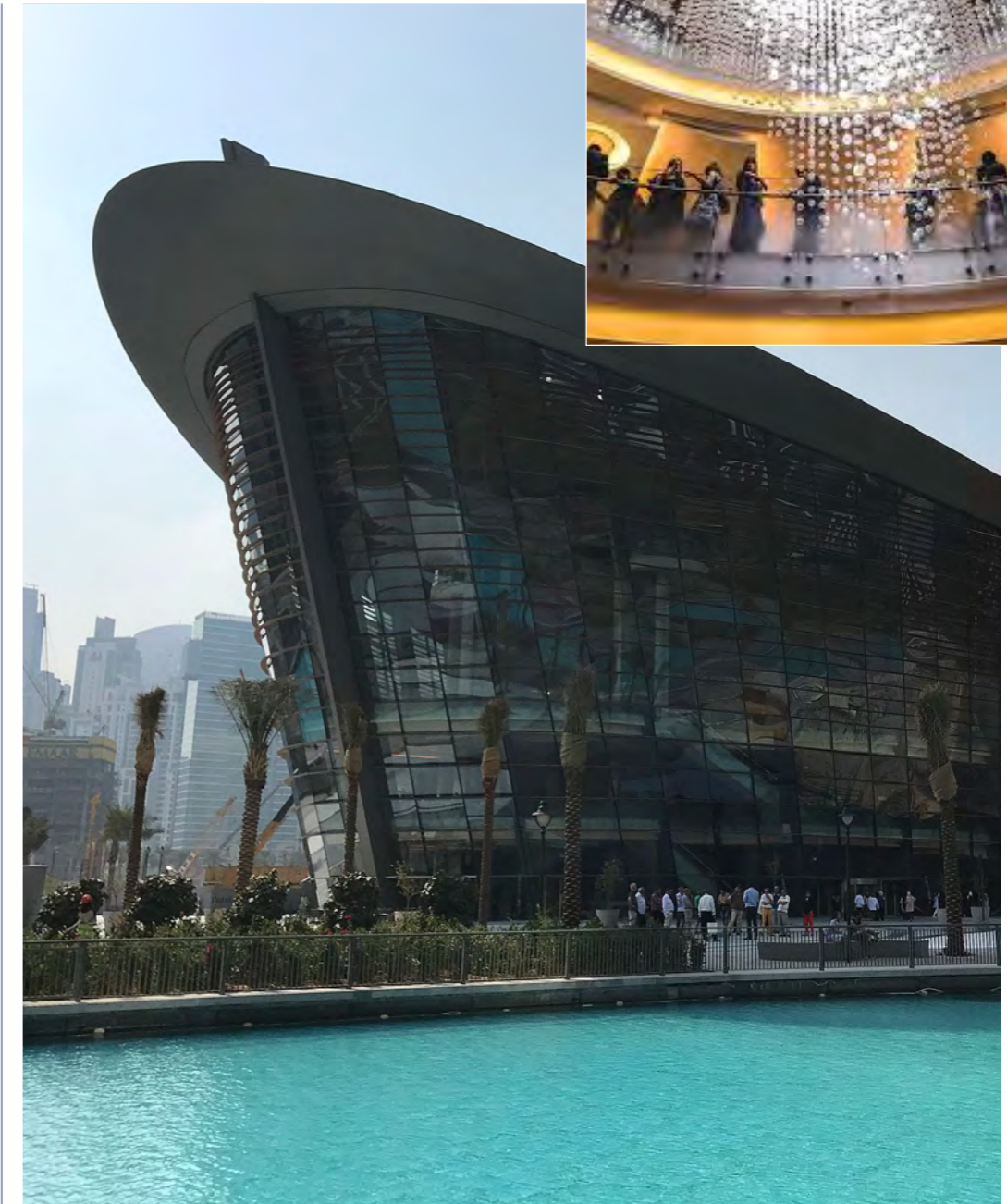
2019

Digital Thermostat, Space temp Sensor & FCU - BMS interface in Reel Cinema The Dubai Mall
Provision of VFDs for Circulation Pumps

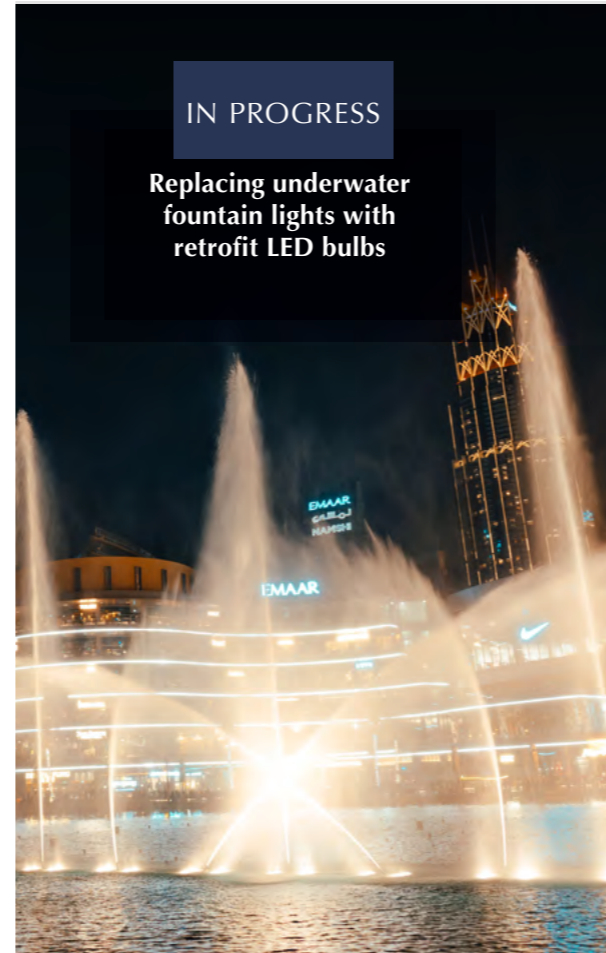
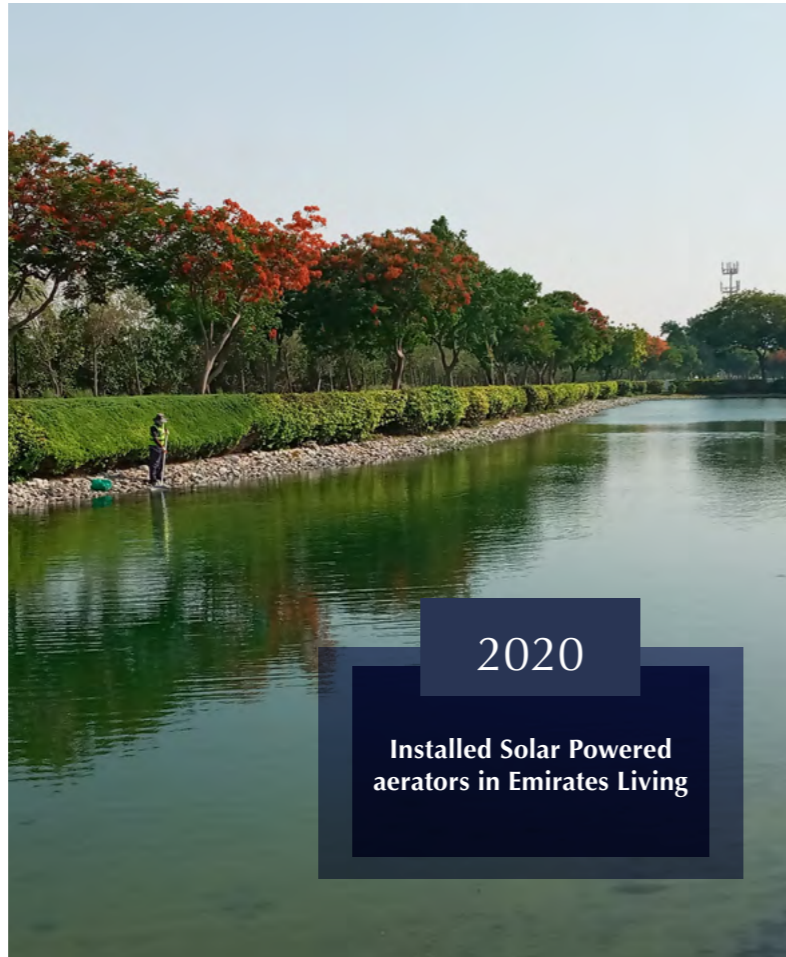
PROGRAMS AND INITIATIVES BY EMAAR PROPERTIES

Dubai Opera Hall

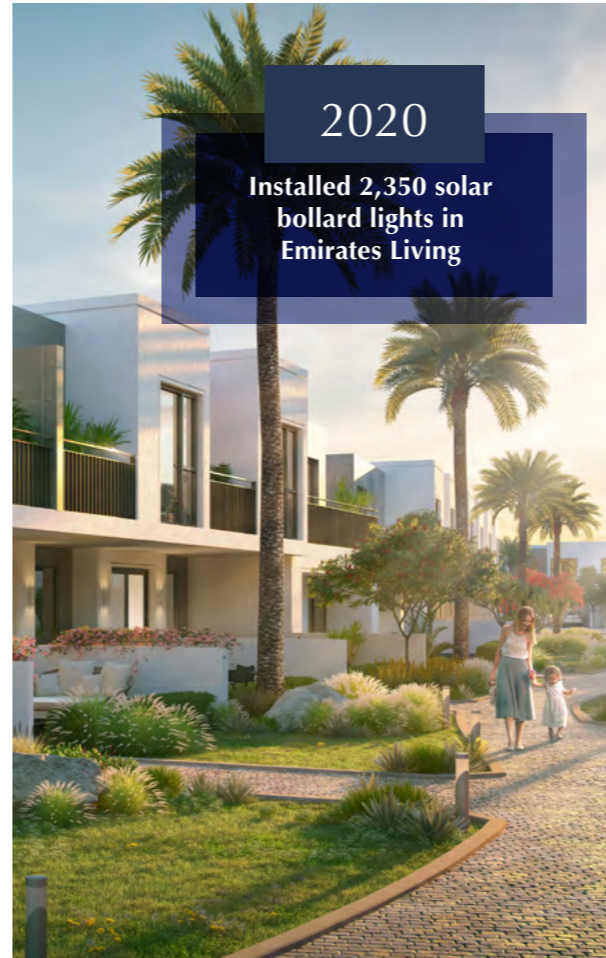
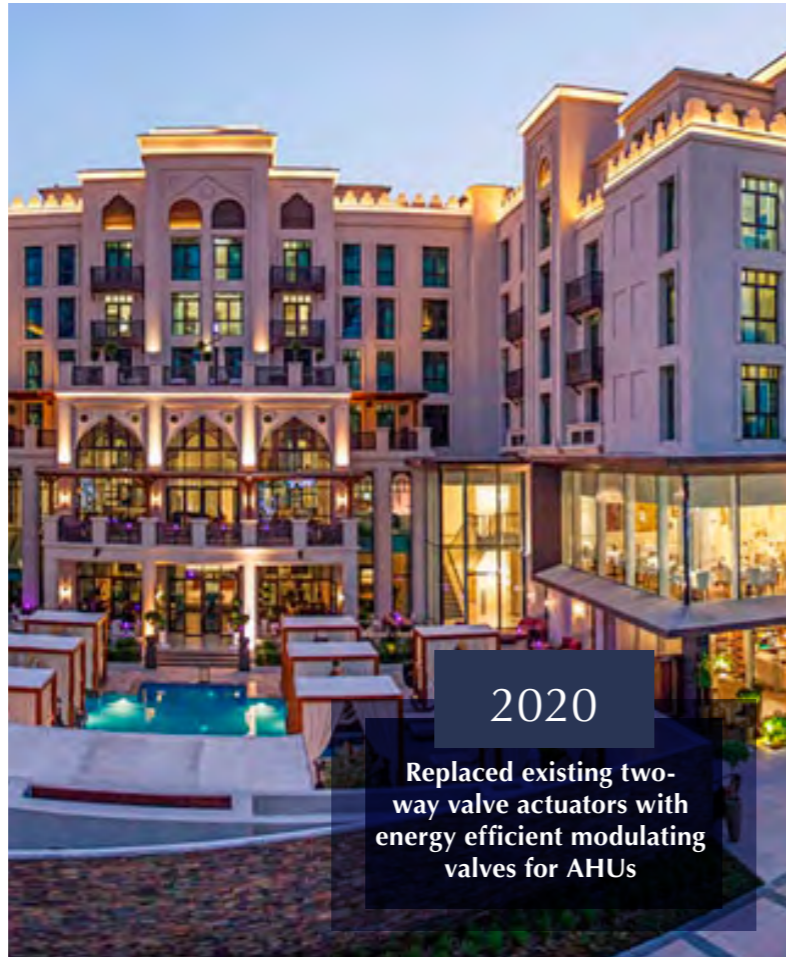
Our efforts are focussed on improving energy efficiency.



PROGRAMS AND INITIATIVES IN OUR COMMUNITIES



PROGRAMS AND INITIATIVES IN OUR COMMUNITIES



PROGRAMS AND INITIATIVES BY EMAAR MALLS

The Dubai Mall



2020

Installed PICV for all HVAC units

2018

Replaced Street Lights with LED bulbs

Retrofit of Car parking LED with motion sensors LED in car park slots.

Installed LED Lights mall wide

2019

Enhanced temperature control and CO₂ levels by using Wireless Sensors

Implemented Sky Glass 3M Film all throughout The Fashion Avenue

Dubai Marina Mall

2018

- Introduced Dynamic Set-Points for the HVAC System
- Implemented Motion Sensors across intermittent footfall areas such as plantrooms
- Implemented a Chiller Plant Management System

Gold and Diamond Park

2018

Replaced lighting system with LED Lights

Spring Souk

2020

Installed a Solar Power Production System

Meadows Souk

2021

Installation of Solar Power Production System - Project Ongoing

Ranches Community

2021

Installation of Solar Power Production System - Project Ongoing

Meadows Village

2021

Installation of Solar Power Production System - Project Ongoing

SUSTAINABLE DISTRICT COOLING

We use sustainable, energy-efficient, environmentally friendly engineering solutions and practices to ensure our customers receive the best quality service.

103-1

Why it matters

Green, clean, efficient and climate friendly cooling through the use of sustainable, energy-efficient, environmentally friendly engineering solutions and practices is important to Emaar to ensure its customers receive the best quality service. All of our practices are rooted in corporate responsibility and sustainability. Our district cooling service revolve around energy and water efficiency, reducing carbon emissions, and sourcing equipment in responsible and ethical ways.

103-2

RESPONSIBILITY

Emaar's district cooling arm, Emaar District Cooling (EDC) is committed to fulfilling its long-term vision of shaping a sustainable energy landscape across the UAE and reducing carbon emissions in the process. By taking

an intelligent approach to everything we do, EDC is recognised as one of the leading providers of district cooling services in the region. EDC is well-recognised in the District Cooling sector in Dubai, where we have garnered prestigious awards from the CPI Industry such as the District Cooling Utility Provider, District Cooling Company and O&M Company of the year (Chilled Water Plant) for the years 2018 & 2019 from CPI's Climate Control Awards. In addition to being a member of IDEA (International District Energy Association) from 2018-2019, EDC was presented with a Carbon Champion Award by IDEA for its outstanding contribution to the reduction of CO₂ emissions through deployment of highly efficient district cooling services in the Gulf Region.

STRATEGY AND APPROACH

ENVIRONMENT & GREEN SOLUTION

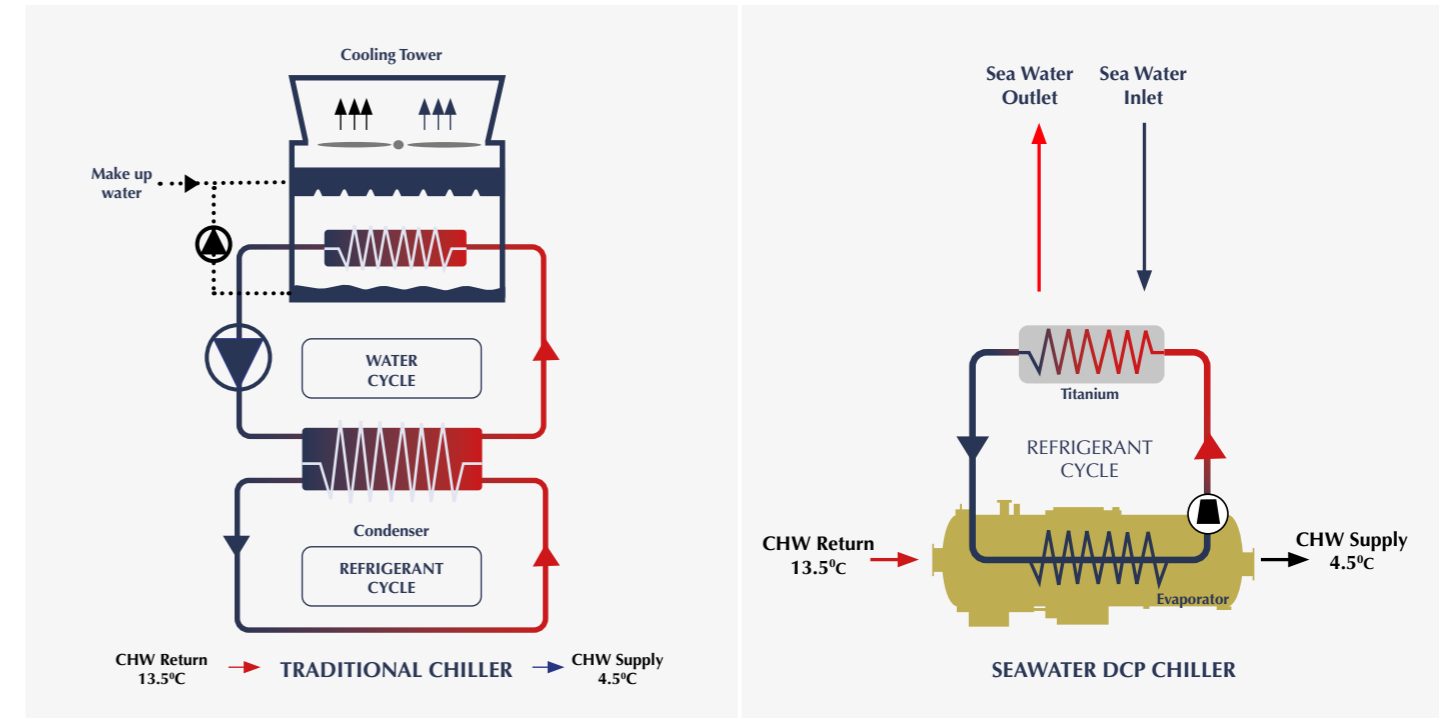
To reduce the potable and TSE water for District Cooling application, EDC has taken innovative approach to utilise sea water for its proposed district cooling plant for Emaar Beachfront Development. This will enable EDC to achieve a substantial reduction its water footprint.

In compliance to Executive Order 27 of 2008, EDC currently has a Thermal storage in Town Square Development with a capacity of 6,000 TR, 25,000 TR in Downtown Development, Dubai Creek Harbour with a capacity of 9,600 TR and the same with Dubai Hills Estate. This will further enhance its operational efficiency and further drop the power and water consumption rates.

A Polished Treated Sewage Effluent Reverse Osmosis (TSE RO) plant has been constructed and fitted in Downtown district cooling plant to minimise the need for an additional footprint to construct a separate RO Plant. The RO system has considered the existing and future district cooling plant requirements for RO water in Downtown, Dubai. The same is also being constructed in Townsquare and Dubai Hills Estate district cooling plants which will be running from end of 2021 or start of 2022.



COMPARING TRADITIONAL AND SEAWATER DCP



SUSTAINABLE DISTRICT COOLING

contd.

EDC PLANTS EFFICIENCY

There are a number of measures taken to minimise the usage of power and water in the plants. EDC have implemented very sophisticated water treatment technologies to monitor, control and minimise the corrosion, scaling and bio-fueling and prevent Legionella. Additionally, its proactive preventive maintenance measures have all contributed to the minimising of the water consumption rate and the power consumption rate to be one of the market leaders as per Dubai Supreme Council representative, RSB, for a second year in a row. This allowed EDC to increase the number of water cycles in the cooling tower by optimising the plants' demands dependable on the rational loading of other plants.



KEY METRICS AND GOALS

	2018	2019	2020
CARBON EMISSIONS SAVINGS (MT of CO₂)	128,040	170,272	176,052
ENERGY EFFICIENCY (kWh/TRH)	0.77	0.75	0.73
WATER MANAGEMENT EFFICIENCY (Ukg/TRH)	1.55	1.51	1.50
RO UTILISATION – Only for Downtown (%)	89%	90%	94%

GOAL	TARGET DATE	STATUS	ACHIEVEMENT
CONSTRUCTION OF EMAAR BEACHFRONT SEA WATER INTAKE AND OUTFALL PROJECT	Sept 2021	●	In Progress
UTILISATION OF RO IN DUBAI HILLS ESTATE & TOWNSQUARE DEVELOPMENT DCP'S	Dec 2021	●	In Progress
REDUCE PLANT ELECTRICITY CONSUMPTION (kWh/TRH) > 0.84	Continuous	●	Ongoing
REDUCE POTABLE PRODUCT WATER USE IN COOLING TOWER (Ukg/ TRH) > 1.7	Continuous	●	Ongoing
CONSTRUCTION AND UTILISATION OF DCP-04 THERMAL STORAGE IN DOWNTOWN DISTRICT COOLING SCHEME	April 2021	●	Achieved
MAXIMISE UTILISATION OF RO IN DOWNTOWN DISTRICT COOLING SCHEME IN REPLACEMENT OF DEWA WATER	Dec 2020	●	94% Completed

● Achieved or Completed ● Continuous ● In Progress

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 our vast portfolio of assets, we recognise that our impacts on the environment is significant. We believe it is critical to consistently work towards reducing our water consumption.

Preserving water for the daily needs of our residents is also critical. Our properties use more than 440 million gallons of water each year, making water a priority in Emaar Properties' 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.

7%

**GOAL TO
REDUCE WATER
CONSUMPTION
FROM 2019 LEVELS**



GOALS

WATER	TARGET DATE	STATUS	ACHIEVEMENTS
By 2020 reduce water consumption by 7% of our 2019 levels	December 2020	●	21.94% 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

Our properties accumulate more than AED 26.4 million in annual water, sewer and trash expense, most of which is used and produced by our tenants, visitors and residents. Emaar Properties 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.

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

USE OF EFFICIENT FIXTURES AND FITTINGS

This approach involves reducing water consumption within the facility by focusing on certain technologies and fittings that diminishes demand and consumption. Efficient fixtures and fittings include:

- Automatic fixture sensors
- Flow restrictors or aerators
- Low consumption flush fixtures or flow fixtures (i.e. dual flush water closets and low flow shower).

WATER EFFICIENT LANDSCAPING

This approach involves eliminating the use of potable water for landscape irrigation by efficiently using condensate water or treated sewage water. This initiative requires a separate water meter for main irrigation line, which measures how much water is consumed for irrigation. Furthermore, this initiative focuses on the quality of irrigation water to ensure that it is delivered according to local code requirements, enhancing the quality of landscapes.

SUSTAINABLE LANDSCAPING

Sustainable landscaping mainly focuses on making the right decisions regarding the selection, density and specifications of plants grown around certain site. Most of what makes a landscape unsustainable is the inputs required to grow a non-native plant, compared to “native plants” that have acclimated

to local climate conditions. Sustainable landscaping plays an important role in reducing water and energy, as well as reducing waste generated, and creates and enhance the wildlife habitat in urban developments, improves quality of surrounding environment and reduces soil contamination.

WATER EFFICIENT CLEANING EQUIPMENT

This strategy aims to reduce the use of potable water for cleaning the interiors and exteriors of our buildings by using efficient cleaning equipment. This includes the use of Automatic Scrubbing Machines for indoor use, and Propane Powered Floor Equipment for outdoor use, or using other methods that eliminates the need for water. Battery operated equipment should preferably be equipped with environmentally sealed batteries such as Lithium-Ion, absorbed glass mat or gel cell batteries.

WATER MANAGEMENT

contd.

KEY METRICS

GRI METRICS	2018	2019	2020
103-1 Water consumption (m ³)	2,898,138.47	2,566,079.87	2,002,994.12



PROGRAMS AND INITIATIVES BY EMAAR PROPERTIES

The Dubai Fountain



2019

Reclamation of rejected water through water clarification system in Filtration Station 1

Implementation of Water Mover Pumps to Reduce Chemical Usage for Water Treatment

2018

Using RO Water Instead of Domestic Water for the Lake Top Up.

2020

Automatic Rolling Shutters at Boat Dock and Workshops to Reduce Chilled Water Consumption

Installation of Water Recycling Unit for The Dubai Fountain Filtration Stations

Water Mover-Aerator Mixer System for The Dubai Fountain

Ultrasonic Units for The Dubai Fountain to Reduce Usage of Chemical for Water Treatment

Our direct water consumption totalled 2 million m³ over the year.

Burj Khalifa



2018

Reuse of domestic water from sand filter backwash for irrigation

2019

Installation of New Water Meters to Measure and Analyse Usage Pattern Zone Wise of Major Consuming Area

PROGRAMS AND INITIATIVES IN OUR COMMUNITIES



PROGRAMS AND INITIATIVES BY EMAAR MALLS

Dubai Marina Mall



The Dubai Mall



2019
Installed an Adiabatic Cooling System at Meadows Souk

2018
Installed Water Aerators for all taps and water faucets at Gold and Diamond Park



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 Properties, 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 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 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'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.

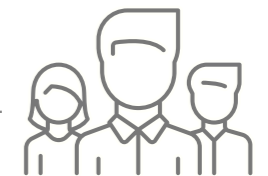
Emaar actively endeavours to prevent discrimination on any grounds and create an inclusive workplace, where different nationalities and cultures are represented, and equal professional opportunities are available to all.

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 Properties also prohibits retaliation against individuals who report harassment or discrimination, or participate in investigations into such conduct.

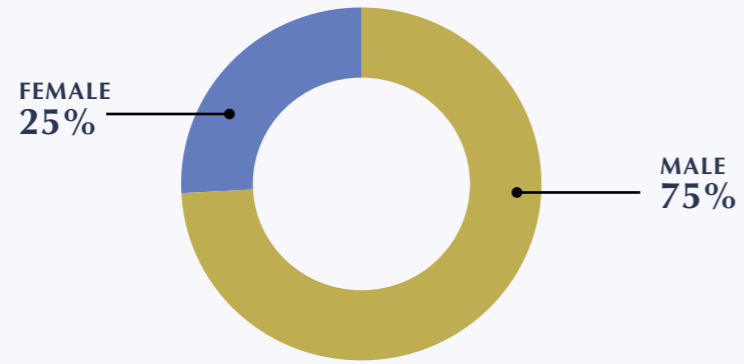
MORE THAN
6,500
EMPLOYED BY EMAAR
PROPERTIES



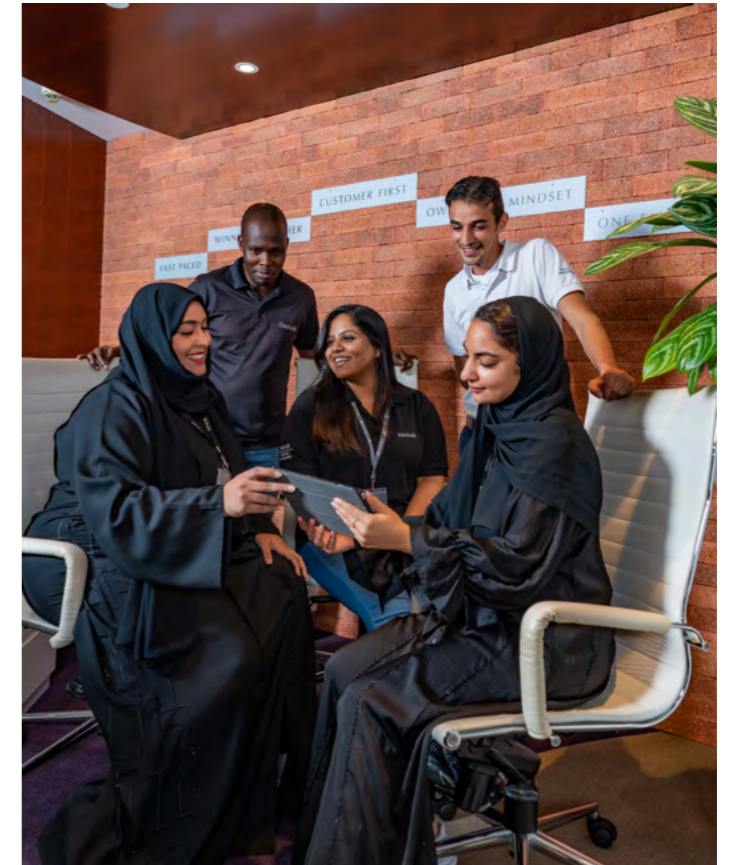
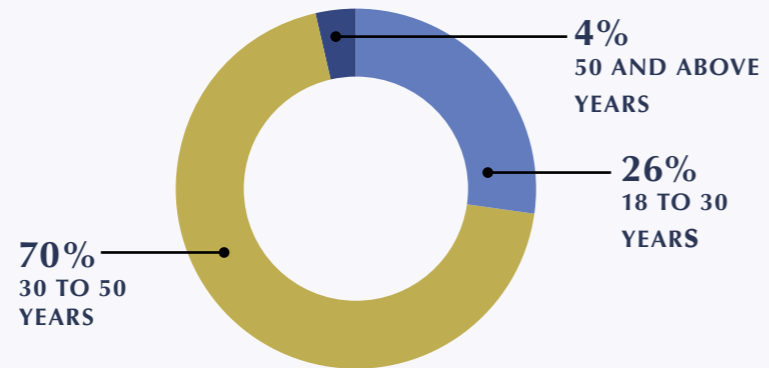
KEY METRICS

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 Properties in the marketplace.

Emaar Properties 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 Properties, 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, 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, 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 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 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 Properties, 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 Properties' workforce retention and engagement.

At Emaar Properties, 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 is 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” – hand-picked 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’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 that 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 five 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.

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.



CUSTOMER AND RESIDENT WELLBEING & SATISFACTION

We strive to uphold the highest standards of living in our properties and communities.

103-1

Why it matters

We understand Emaar Properties has the unique opportunity to greatly impact community health and wellbeing, enabling our customers to “live remarkably.” Our objectives are reinforced by the need to uphold the highest standards of living in our properties and communities. Taking care of the people who visit, live, work, play and invest in our communities is at the heart of our efforts and guides our actions as a company.



103-2

RESPONSIBILITY

Emaar Properties is responsible for overseeing customer and resident health, wellbeing and satisfaction. They integrate health and wellness programming into our resident events. We also have a full-time employee responsible for monitoring resident satisfaction.



CUSTOMER AND RESIDENT WELLBEING & SATISFACTION

contd.

STRATEGY AND APPROACH

Our customers are our focus and we measure customer satisfaction at across touch points.

CUSTOMER HEALTH AND WELLBEING

Indoor Environmental Quality

Indoor Environmental Quality category focuses on maintaining a clean indoor air quality within the facility, smoking free buildings, thermal comfort conditions, natural daylighting, glare control, internal noise, internal cleaning and humidification. This has a direct impact on the wellness of building occupants, and it impacts their productivity and level of comfort, therefore we implement the following sustainability measures in our facilities to ensure health safety of its occupants:

Indoor Air Quality

Our goal is to ensure that all our buildings are ventilated with a minimum amount of outdoor clean air by Fresh Air Handling Units, or naturally ventilated by providing passive ventilation through operable windows or roofs. The quality of indoor air is measured by the level of Carbon Dioxide (CO₂) inside the building, the size of outdoor air particulates (such as dust), the amount of Carbon Monoxide (CO).

Smoking Free Buildings

We believe that our building occupants should be protected from exposure to smoke generated from tobacco to ensure their health safety. This is achieved by implementing a policy prohibiting smoking inside our buildings and prohibiting smoking within 7.5 meter from building entrance,

windows, or fresh air intakes. Additionally, designated smoking areas have been allocated around the building where mechanical or natural ventilation is sufficient.

Indoor Cleaning Materials

We believe in the importance of using non-harmful material in cleaning services in order not to impact the health and the wellbeing of our building occupants. Through this initiative we aim to ensure no use of hazardous chemicals and cleaning materials that affect the indoor environmental quality of the building or the quality of air.

As plastic waste bags are used widely within the facilities, we aim to ensure that these bags – when purchased – should be produced from a high percentage of recycled content to reduce the demand on producing new raw material and to support the recycling market. The same philosophy should be adopted with other materials where possible.



CUSTOMER AND RESIDENT WELLBEING & SATISFACTION

contd.

PROGRAMS AND INITIATIVES

The Dubai Mall



Our assets continue to represent extraordinary places for our residents, retailers and customers.

Emaar Entertainment



COMMUNITY ENGAGEMENT & PHILANTHROPY

Participation in community initiatives is an integral part of Emaar'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 Properties 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 Properties launched the Emaar Foundation in 2015 that 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 Properties 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 Properties 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.



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

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 Properties (EMAAR:UH)
102-2	Activities, brands, products and services	Our Business
102-3	Location of headquarters	Emaar Properties' 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 Properties' 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 Properties 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 Properties' content index.
102-56	Policy/practice for external assurance	2020 Auditor's Report

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 INDEX

contd.

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

1. About this Report

2. Governance and Ethics

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5. GRI Content Index

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;

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		
CUSTOMER HEALTH AND SAFETY		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundaries	Society—Resident Health, Wellbeing and Satisfaction Boundary—Internal, all operations; External, communities, residents
	103-2 The management approach and its components	Society—Resident Health, Wellbeing and Satisfaction
	103-3 Evaluation of the management approach	Society—Resident Health, Wellbeing and Satisfaction
416-1	Assessment of the health and safety impacts of product and service categories	Society—Resident Health, Wellbeing and Satisfaction;
SUSTAINABLE BUILDINGS		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundaries	Environment—Sustainable Buildings Boundary—Internal, all operations; External, N/A
	103-2 The management approach and its components	Environment—Sustainable Buildings
	103-3 Evaluation of the management approach	Environment—Sustainable Buildings

EMAAR

Emaar Properties PJSC
Dubai, UAE
www.emaar.com

