



SUSTAINABILITY REPORT

2023





CONTENTS

About this Report	4	Parental Leave	32
CEO Message	5	Emiratization	33
ESG Committee Chairman Message	6	CSR and Community Engagement	34
ESG Committee	7	Sustainability Week	35
Emicool at a Glance 2023 Highlights	8	Climate Workshop	37
Emicool's Organizational Structure	9	Our operations	38
Board of Directors	10	District Cooling Plants	39
Our stakeholders	11	Operations and Maintenance	42
Memberships of Associations	11	Ethics, Governance and Compliance	45
ESG Principles	12	Risk and Crisis Management	46
Our Strategy	13	IT Section	47
Our vision, mission	13	Service and Technology innovation	48
Awards and Recognition	14	Supply Chain Management	49
Sustainability at Emicool	15	Our Impact	50
Alignment with International and National Priorities	16	Energy Management	51
Our Foundations	17	GHG Emissions	53
Approach	18	Water Management	54
Materiality	19	Waste Management	55
Materiality continue	20	Appendices	57
Stakeholder Engagement Process	21	GRI Content Index	57
Our People	22	Feedback	61
Health, Safety and Wellbeing	23		
Human Capital Development and Retention	26		
Workforce	27		
New Hires and Turnover	28		
Attracting Talent	29		
Initiatives to support KPIs	30		
Workforce breakdown	31		



ABOUT THIS REPORT

Scope

Welcome to Emicool's 2023 Sustainability Report, the scope covers the period from January 1, 2023, to December 31, 2023. This report offers insights into our ongoing approach, procedures, and future commitments regarding Environmental, Social, and Governance (ESG) matters. It addresses key issues such as integrity, economic impact, responsible operations, natural resources, workforce, stakeholder relationships, and communities.

Business Sector

Emicool District Cooling Company is an established regional utility provider of commercial and residential district cooling, within the UAE

Reporting Standards

GRI Reference (2-2), (2-3), (2-4), 2-5)
Emicool is reporting its findings 'in reference' with the GRI Standards for the period from January 1, 2023, to December 31, 2023.



ABOUT THIS REPORT

Aligning our GRI disclosures:

International Level

United Nations' Sustainable Development Goals (UN SDGs) UN Targets.
SASB (Sustainability Accounting Standards Board).
TCFD (Task forces Climate related Financial Disclosures).
MSCI (Morgan Stanley)

National Level

Dubai's VISION 2021
Dubai National Agenda 2021
Dubai Integrated Energy Strategy 2030
DFM (Dubai Financial Market)

Self Verification

Emicool follow its own validation process and did not appoint a 3rd party to audit its ESG data. In the future we will consider engaging a rating authority to add credibility to our report. In the future we want to benchmark ourselves against similar service providers in the region and overseas for competitive comparison.

Cautionary Statement

This report includes forward-looking statements regarding Emicool's intentions for its operations. These statements use forward-looking language such as 'plans, aims, assumes, continues, believes' or variations thereof, indicating potential actions, events, or outcomes. While we have made diligent efforts to ensure accuracy, it's important to note that forward-looking statements involve risks and uncertainties. Actual outcomes may differ from projected or implied statements due to factors beyond our control. Therefore, these statements do not guarantee that suggested events will transpire as described.

Restatement of information

The rule of restatement of information is applied to the following data to ensure readability, accuracy, consistency, and comparability of information between the reporting years of 2022 and 2023: Water usage and energy consumption with the accurate data. Energy intensity and emissions intensity in terms of change in the measurement methodologies and usage of units.



┌
 We initiated a water efficiency program that led to a **43% increase in the utilization of treated sewage effluent (TSE)**.



CEO MESSAGE

Dear Stakeholders,

I am thrilled to announce the launch of our 2nd Sustainability Report. This report is a testament of our unwavering commitment to environmental stewardship and sustainability in all aspects of our operations. Since our establishment in 2003, Emicool has evolved over two decades into a premier provider of district cooling, playing a pivotal role in shaping a more sustainable future. We recognize the critical importance of preserving our planet for future generation, as responsible UAE utility company we will continue with proactive sustainable measures. Our journey has been characterized by innovation, excellence, and an unwavering dedication to reducing our environmental footprint. Leveraging our expertise and extensive experience, we persist in delivering exceptional district cooling services aligned with our ESG principles, contributing to the global pursuit of a greener, more sustainable planet. In 2023, Emicool achieved several significant ESG milestones.

We initiated a water efficiency program that led to a remarkable 43% increase in the utilization of treated sewage effluent (TSE). This initiative not only conserved a substantial amount of potable water but also promoted water recycling, reduction, and reuse, in line with the United Nations Sustainable Development Goal of water efficiency. This accomplishment contributed to our recognition as the winner of the Sustainable Water Management Award and recipient of a platinum award for water conservation initiatives from the Global ESG Awards body.

Our success in enhancing the cycle of concentration for both potable and polished water further underscores our commitment to environmental sustainability. By reducing our reliance on potable water, we not only lower CO₂ emissions but also realize significant cost savings. Our dedication to employee welfare initiatives was acknowledged with our 9th place award in 'Best Workplace in the UAE'.

In November 2023, Emicool proudly participated in the 28th Conference of the Parties (COP 28) as the strategic partner of the World Green Economy Organization (WGEO). Recognized as a leading figure and innovator in the district cooling sector for our substantial environmental and sustainable efforts, we utilized the platform to showcase our case studies and cutting-edge technology, actively engaging in panel discussions. Our participation in COP28's discussion further underscores our support for the UAE's Net Zero plan to achieve carbon neutrality and enhance energy efficiency by 2050.

Sincerely,

Dr. Adib Moubadder
Chief Executive Officer

We successfully reused **26,000 tons of backwash water** from Reverse Osmosis plants



ESG COMMITTEE CHAIRMAN MESSAGE

Dear Stakeholders,

As Chairman of Emicool’s ESG Committee, I am pleased to present our Sustainability journey during 2023.

Emicool continues to align with the reporting standards of the Global Reporting Initiative (GRI) framework, emphasizing our commitment to transparency and accountability in alignment with SDG 17: Partnerships for the Goals. In 2023, we further aligned our efforts with Dubai’s Integrated Energy Strategy 2030.

Energy Performance

Throughout the reporting period, we remained steadfast in our commitment to Sustainable Development Goal (SDG) 7: Affordable and Clean Energy, reducing both our own carbon footprint and that of our customers. In 2023, Emicool achieved total energy savings of 12,596,176 kWp, benchmarked against 2022. We decarbonized our energy mix by expanding our use of renewable energy, with the installation of additional solar panels generating 708.5 kWp Solar Capacity—an increase of 299 kWp compared to the previous year, with plans to add an additional 1.8 megawatts by 2024.

Water Conservation

In 2023, we significantly increased our utilization of treated sewage water by over 40%. This initiative not only reduces operating costs and aids in conserving precious freshwater resources but also aligns with SDG 6: Clean Water and Sanitation, fostering a more sustainable approach to water management. Additionally, we successfully reused 26,000 tons of backwash water from Reverse Osmosis plants. In the supply of chilled water (CHW), we reported a 12% decrease in losses for 2023. These endeavors were acknowledged as Emicool was honored with the ‘Winner of the Sustainable Water Management Award’—UAE.

Circular Economy

Our waste management initiatives during the year yielded positive outcomes, with the total waste generated (recycled and not recycled) decreasing by 3.5%, dropping from 282k to 272k tons. In 2023, we reduced our carbon footprint associated with paper production and waste management, collectively decreasing over 570,000 kg of CO₂ equivalent greenhouse gas emissions. These efforts align with our commitment to SDG 12: Responsible Consumption and Production, as we strive to minimize waste and promote sustainability.

Emicool remains dedicated to creating long-term value for our stakeholders while upholding our ESG responsibilities to the environment and the communities we serve. We eagerly anticipate another year of progress, growth, and the implementation of new initiatives as we continue our journey toward a greener, more sustainable world.

Sincerely,

Mr. James Magor

Chairman, ESG Committee, Emicool

ESG COMMITTEE

Comprising dedicated professionals, this committee is deeply committed to advancing sustainability practices within the company. Led by Mr. James Magor and including members Mr. Abdulaziz Bin Yagub Al Serkal and Dr. Ralf Nowack, the committee holds a crucial role in overseeing and advising on Emicool's sustainability efforts. Their focus is to ensure that the company's initiatives align with ESG principles and objectives. Their main objective is to steer Emicool towards adopting responsible and ethical practices that benefit the environment, society, and governance, thereby fostering long-term sustainability and value creation.

Committee Members re-elected Sept 2023

Mr. James Magor

Chairman, ESG Committee

28th Sept 2022

<https://www.linkedin.com/in/james-magor-8667727/>



Mr. Abdulaziz Al Serkal

Member, ESG Committee

28th Sept 2022

<https://www.dubaiinvestments.com/en/media-center/press-releases/dubai-investments-appoints/>

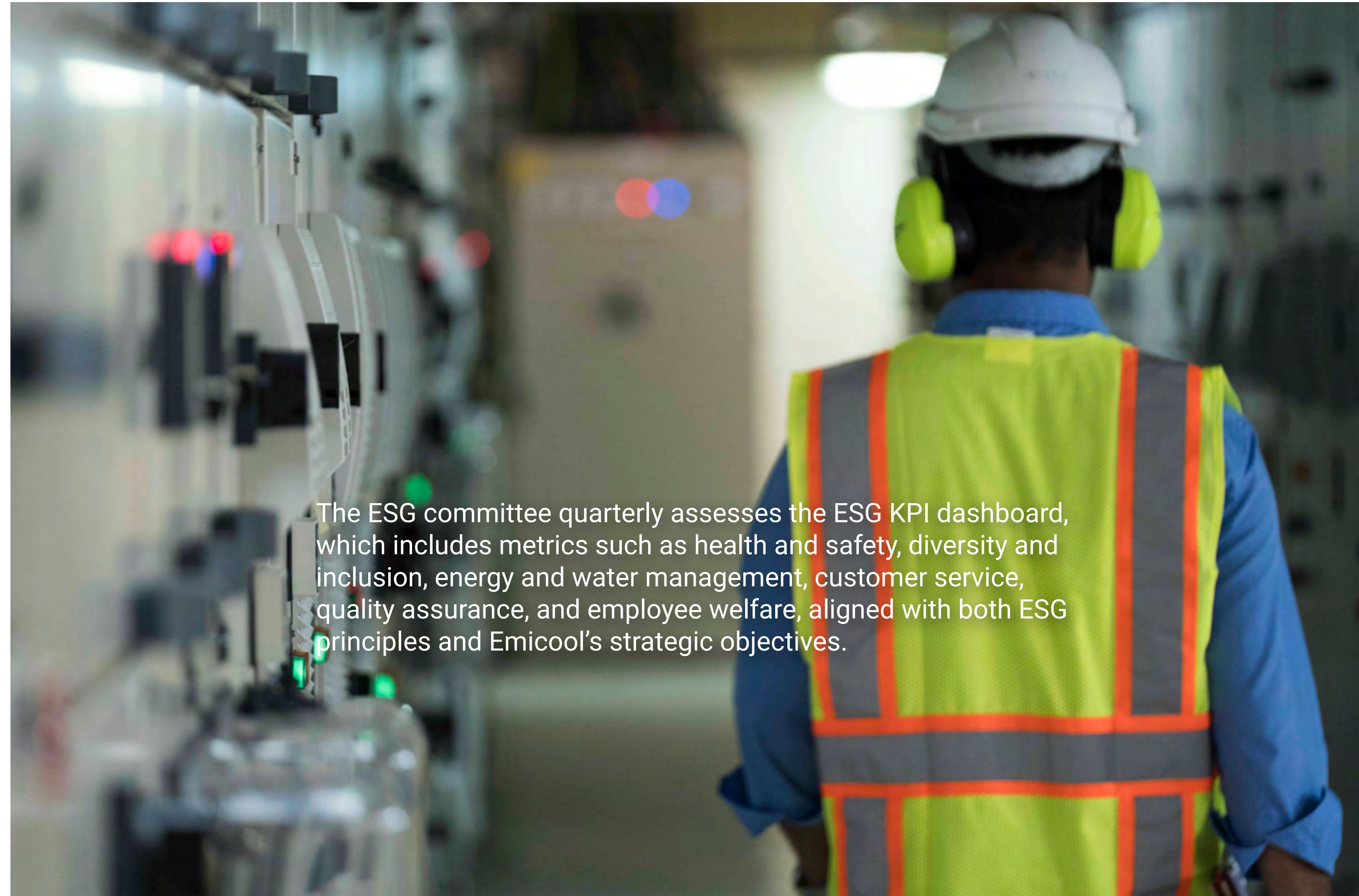


Mr. Ralf Nowack

Member, ESG Committee

28th Sept 2022

<https://www.linkedin.com/in/dr-ralf-nowack-76764583/>



The ESG committee quarterly assesses the ESG KPI dashboard, which includes metrics such as health and safety, diversity and inclusion, energy and water management, customer service, quality assurance, and employee welfare, aligned with both ESG principles and Emicool's strategic objectives.

EMICOOL AT A GLANCE 2023 HIGHLIGHTS

Established in 2003 and headquartered in Dubai, Emicool, a subsidiary of Dubai Investments, that formed a joint venture (JV) with Actis on April 12, 2020, divesting a 50% stake. The aim of this JV is to bolster Emicool’s ambition of emerging as a premier provider of sustainable and efficient district cooling services across the broader MENA region.

Actis, a prominent global investor in sustainable infrastructure, has raised US\$24 billion in capital since its inception. Its Long Life Infrastructure team specializes in investing in stabilized operating assets across various infrastructure sectors, with a focus on generating operational value and delivering robust cash yields for investors while achieving measurable environmental, social, and governance (ESG) impact. Actis boasts a corporate valuation of AED 3.7 billion (US\$1 billion) and an equity valuation of AED 2.4 billion (US\$653 million).

Dubai Investments, established in 1995, has emerged as a key contributor to Dubai’s and the UAE’s economy, with strategic investments spanning diverse sectors and global markets, including real estate, industrial, financial, healthcare, and education. Listed on the Dubai Financial Market since 2000, Dubai Investments boasts 15,553 shareholders and a share capital of AED 4.25 billion. Through its diversified portfolio, Dubai Investments has played a pivotal role in fostering community empowerment and driving positive growth across various fronts.

With an extensive presence across multiple geographies, the JV aims to bolster Emicool’s mission of becoming a leading provider of sustainable and efficient district cooling services throughout the broader MENA region.

KPI



Total amount invested, in climate-related infrastructure, resilience and product development (million AED)



* Benchmarked against 2022

Organizational Structure

Chief Executive Officer
Dr. Adib Moubadder



Board of Directors

Emicool's Board of Directors is a dynamic body, consisting of six members. This group assumes a vital role in the governance and strategic direction of Emicool. Their primary responsibilities encompass overseeing, advising, and guiding the Executive Office, ensuring that Emicool maintains effective leadership in delivering sustainable value to all stakeholders.

The Executive Office, comprised of Emicool's CEO, senior paralegal manager and board secretary, who play a pivotal role in high-level decision-making within the organization. They are entrusted with the responsibility of formulating and executing strategic initiatives that drive Emicool's success. Regular reporting to the Board on critical matters underscores the transparency and accountability integral to Emicool's governance framework.

This collaborative synergy between the Board of Directors and the Executive Office is instrumental in shaping Emicool's strategic vision, fostering innovation, and upholding the highest standards of corporate governance. Together, they work tirelessly to ensure that Emicool remains at the forefront of delivering sustainable and lasting value to our diverse stakeholder community.

KPI	Unit	2021	2022	2023
Percentage of Board seats occupied by independent directors	%	28.6	0	0
Percentage of Board seats occupied by women	%	0	0	0
Total number of board members	#	7	6	6
Total number of non-independent members	#	5	6	6
Total number of executive members	#	1	0	0
Total number of non-executive members	#	6	6	6
Total board seats occupied by men	#	7	6	6
Total board seats occupied by women	#	0	0	0
Total board seats occupied by women	#	0	0	0



Adrian Mucalov
Vice Chairman



Khalid Kalban
Chairman



Jordan Anderson
Board Member



Max Burke
Board Member



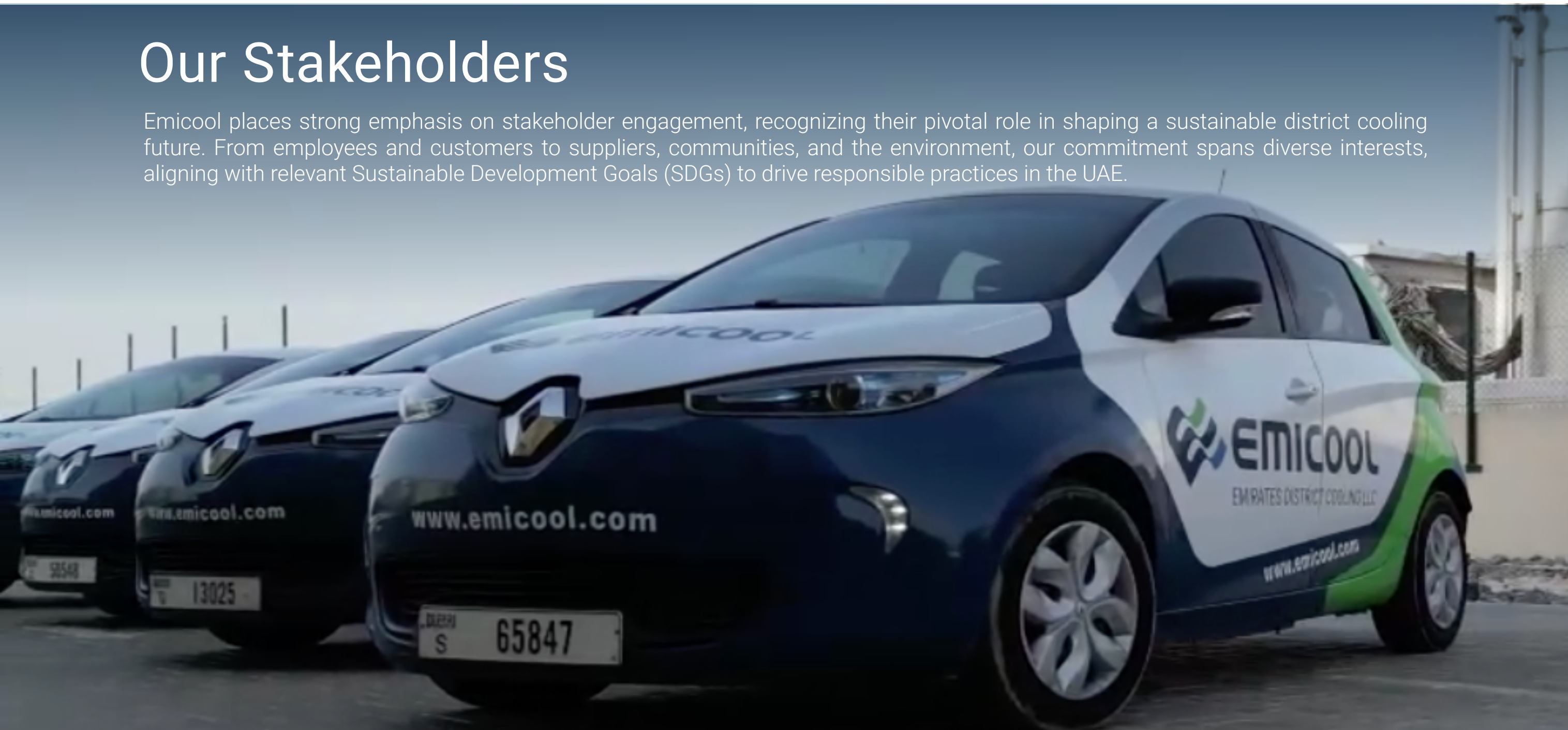
Abdulaziz Bin Yagub Al Serkal
Board Member



Mohamed Saif Ahmed Al Ketbi
Board Member

Our Stakeholders

Emicool places strong emphasis on stakeholder engagement, recognizing their pivotal role in shaping a sustainable district cooling future. From employees and customers to suppliers, communities, and the environment, our commitment spans diverse interests, aligning with relevant Sustainable Development Goals (SDGs) to drive responsible practices in the UAE.



For employees, we prioritize their well-being and professional growth, fostering a safe, inclusive workplace that promotes diversity and equality (SDG 5). Through training and development initiatives, we nurture their skills while ensuring their safety and security.



For employees, we prioritize their well-being and professional growth, fostering a safe, inclusive workplace that promotes diversity and equality (SDG 5). Through training and development initiatives, we nurture their skills while ensuring their safety and security.

Customers are valued partners in our sustainability journey, driving our investments in innovative, energy-efficient district cooling systems aligned with SDG 7. By delivering reliable, cost-effective, and eco-friendly solutions, we reduce their carbon footprint while ensuring their comfort and satisfaction through responsive customer care.

Suppliers are integral to our supply chain, and we collaborate with those who share our sustainability values, encouraging responsible sourcing and eco-friendly practices in line with SDG 12.

Additionally, we engage with local communities, contributing to their well-being through community initiatives that support SDG 11. We also prioritize reducing our environmental footprint by continually enhancing the efficiency and environmental performance of our cooling systems, aligned with SDG 13.

In summary, Emicool's commitment to stakeholders drives our efforts towards a sustainable, responsible, and environmentally conscious district cooling future in the UAE, aligning with relevant SDGs to create positive impacts across all areas of our operations.

Communities

Emicool serves both residential and commercial communities managed by developers and master developers with whom we engage. These developers expect all their suppliers to comply with their own corporate policies and national regulations.

Memberships of Associations



ESG Principles

Emicool considers the importance of their ESG commitments by aligning themselves with SDG's

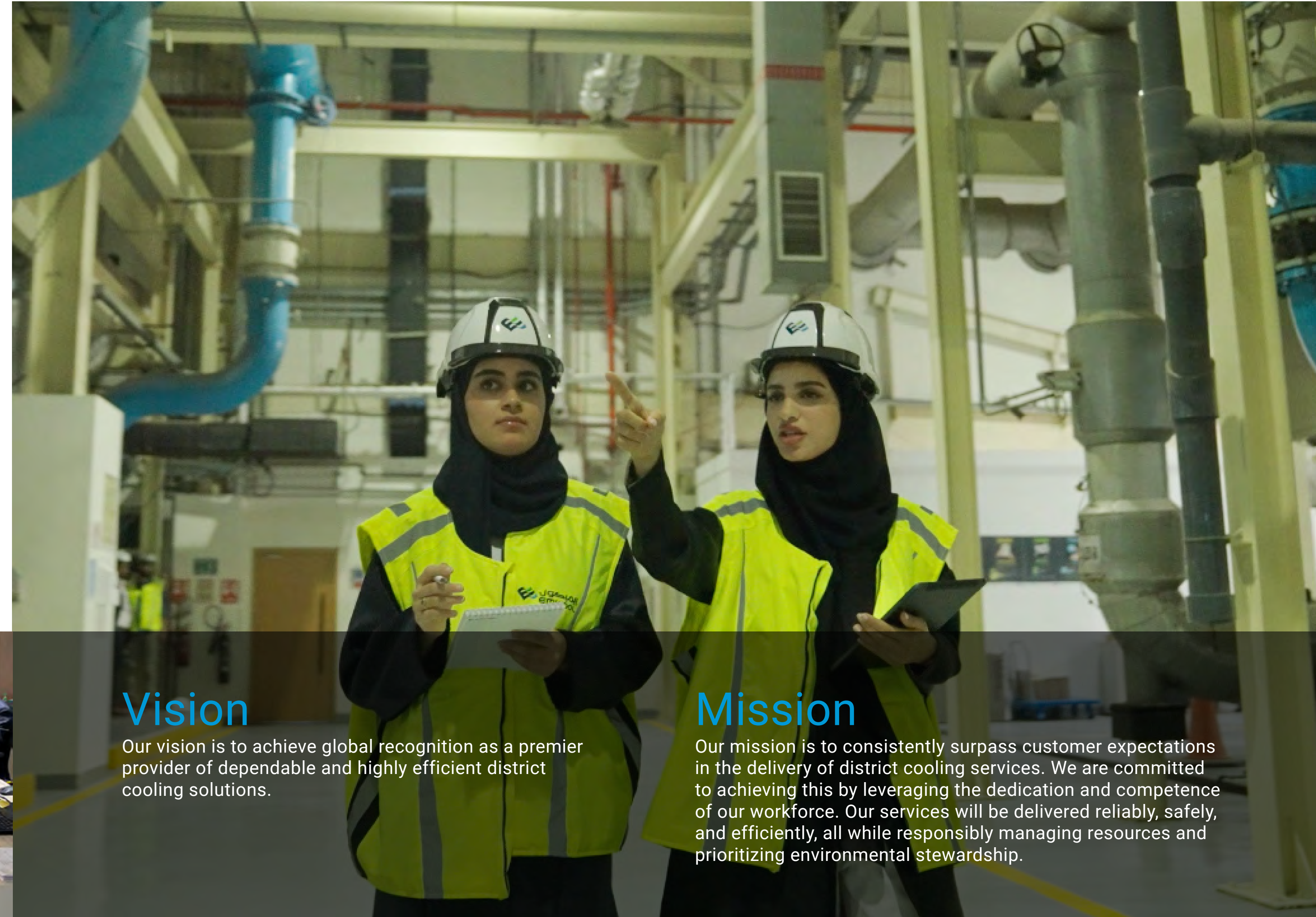


Our Strategy

In a world where we are facing urgent climate challenges, finding new and creative solutions is more important than ever. Industries and governments all over the world are working hard to tackle the threats posed by climate change. The United Arab Emirates (UAE) has lots of sunshine, which is a high value resource. We can use it to generate renewable electricity and to create sustainable cooling systems. One such system is district cooling, which is the most energy-efficient way to cool buildings compared to traditional air conditioning. It can reduce energy use by up to 30%.

Emicool operates as a provider of district cooling solutions for both commercial and residential properties. We are committed to sustainability and actively seek out the latest practices to mitigate our environmental footprint. Annually, we strive for incremental enhancements across all areas of our operations, continually exploring innovative solutions to enhance efficiency and reduce emissions.

Our strategy is built around a recognised ESG framework. This framework covers our principles, goals, key performance indicators (KPIs), initiatives, and how we monitor and report on our progress. By using this approach, we ensure that sustainability is always at the heart of our business. Emicool is committed to reducing energy use, encouraging innovation, and creating sustainable communities, all while making sure we have strong governance in place.



Vision

Our vision is to achieve global recognition as a premier provider of dependable and highly efficient district cooling solutions.

Mission

Our mission is to consistently surpass customer expectations in the delivery of district cooling services. We are committed to achieving this by leveraging the dedication and competence of our workforce. Our services will be delivered reliably, safely, and efficiently, all while responsibly managing resources and prioritizing environmental stewardship.





ESG Business Awards 2023 'Climate Advocacy & Education' Award – UAE

Goal 4: Quality Education: To promote education related to climate change, which is crucial for raising awareness and fostering action. Goal 13: Climate Action: The award specifically focuses on climate advocacy and education, which directly contributes to efforts aimed at addressing climate change.

Best Workplaces In UAE

We achieved 9th place in the 'Best Workplace in the UAE' award. Employee Well-being and Positive Work Culture contribute to SDG 3 (Good Health and Well-being) and SDG 8 (Decent Work and Economic Growth). Talent Attraction and Retention by fostering a skilled and motivated workforce.

Other Awards 2023:

District Energy Space 2022 Beyond North America, 'Bronze Award' Number of Buildings Committed (IDEA) District Energy Space 2022 Beyond North America, 'Bronze Award' Total Buildings Area Committed (IDEA) ESG Business Awards 2023 'Sustainable Water Management' award – UAE Dubai Police Customer Forum award.

GREAT PLACE TO WORK AWARD

SUSTAINABLE WATER MANAGEMENT AWARD ESG BUSINESS AWARDS

WATER CONSERVATION INITIATIVES GESCA 2023 PLATINUM AWARD

IDEA BRONZE AWARD - DISTRICT COOLING ENERGY SPACE

IDEA BRONZE AWARD - DISTRICT COOLING ENERGY SPACE

Awards and Recognition

Platinum award winner water conservation initiatives- Global ESG Awards (GESCA)

Goal 6: Clean Water and Sanitation: promoting initiatives focused on conserving water resources Goal 12: Responsible Consumption and Production: promoting efficient use of water resources and reducing water waste throughout various sectors. Goal 13: Climate Action: Water conservation is closely linked to climate action as it helps mitigate the impacts of climate change on water availability and quality. Goal 15: Life on Land: Water conservation efforts often involve habitat restoration and protection of freshwater ecosystems, which are vital for supporting terrestrial biodiversity and ecosystems.

Winner of the Sustainable water management award – UAE Adopting water efficiency for project based treated sewage effluent (TSE)

Goal 6: Clean Water and Sanitation: promoting sustainable water management practices, specifically the efficient use of treated sewage effluent. Goal 9: Industry, Innovation, and Infrastructure: the initiative contributes to sustainable infrastructure development and technological innovation. Goal 11: Sustainable Cities and Communities: Using treated sewage effluent for projects helps conserve freshwater resources and supports the development of sustainable urban environments. Goal 12: Responsible Consumption and Production: The initiative promotes sustainable consumption patterns and reduces water waste.

Emicool's recognition and efforts across these diverse areas underscore its dedication to sustainability, innovation, and positive contributions toward achieving the United Nations' Sustainable Development Goals.

SUSTAINABILITY AT EMICOOL

At Emicool, we are dedicated to sustainability beyond our business. We see ourselves as drivers of positive change in our industry and society. To achieve this, we focus on sustainability in line with global and national priorities, aiming for a better future for everyone.

7 AFFORDABLE AND CLEAN ENERGY



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



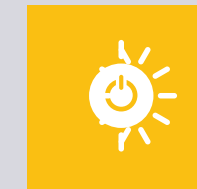
14 LIFE BELOW WATER



Alignment with International and National Priorities

UAE Vision

Marks the journey towards prosperity, envisioning the nation as a global leader in combating poverty. This vision prioritizes key pillars including healthcare, justice, education, and knowledge, with a special emphasis on fostering a sustainable environment and infrastructure. Emicool's commitment to sustainable practices perfectly aligns with UAE's Vision, fostering a prosperous and eco-friendly future for the nation, and directly advancing this noble goal.



United Nations' Sustainable Development Goals (UN SDGS)

The United Nations Sustainable Development Goals (UN SDGs) are 17 global goals that work together to create a roadmap for a better and more sustainable future. Emicool is committed to these goals and strives to make a significant impact on sustainable development worldwide.

Goal 6 (Clean Water and Sanitation) is a top priority for us. We make sure to treat water properly and follow the best international practices for managing water.

Goal 7 (Affordable and Clean Energy) focuses on our solar projects and efficiency upgrades we can support this renewable clean energy goal.

Goal 8 (Decent Work and Economic Growth) involves fostering a workplace that's diverse, inclusive, and supports employee growth and training is our daily task to maintain this goal.

Goal 9 (Industry, Innovation, and Infrastructure), involves adapting to digitalization, process automation, by using energy management systems to improve our operations.

Goal 11 (Sustainable Cities and Communities) aligns with our district cooling systems are fundamentally more sustainable than traditional domestic cooling.

Goal 12 is dedicated to responsible consumption and production. Our efforts includes recycling, reducing waste, and conserving water resources.

Goal 13 (Climate Action) is a major driver of our business. We focus on recycling, circular business models, and reducing emissions to combat climate change.

SDG 17 (Partnerships for the Goals) Emicool collaborates with governments, businesses, and civil society to promote shared sustainability goals.

In addition to the international and national priorities mentioned earlier, Emicool is always looking into and embracing new initiatives and frameworks that support our sustainability efforts. Our dedication to these agendas shows how committed we are to making the world a better place for everyone. We are aligning our actions with global and national goals for a more sustainable, prosperous, and inclusive future.



57% EV's in fleet



Dubai Clean Energy Strategy

“Clean energy mix will gradually increase the deployment of clean energy sources to 75% by 2050, making Dubai the city with the least carbon footprint in the world”.

Approach GRI (103)

In our sustainability plan, we outline our approach using three key pillars. Each pillar represents different aspects of our commitment to creating a sustainable future.

Our Operations: This pillar encompasses our day-to-day activities, emphasizing our commitment to the highest standards of governance. We ensure that all aspects of our operations are in line with our core values and principles.

Our People: The second cornerstone of our approach revolves around “Our People.” This pillar extends beyond our workforce to include our customers and the communities we serve. It reflects our dedication to creating an inclusive environment where the well-being and satisfaction of all stakeholders are paramount.

Our Impact: The third pillar, “Our Impact,” focuses on the environmental effects of our business and operational activities. Here, we take responsibility for minimizing our footprint by implementing the best international practices to mitigate our impact wherever possible. Emicool’s management approach is designed to coordinate efforts to improve the quality of its services, the safety of its employees and customers, and how efficiently it operates business.

Our main focus is on taking care of the environment, and we have 4 main areas to focus on:

- | | |
|---|---|
| <p>1. We ensure we comply with the environmental laws in the UAE, obtaining necessary permits and following Dubai’s Regulatory Supervisory Bureau (RSB).</p> <p>2. When we plan projects, we consider our environmental impact. We simplify</p> | <p>our processes to ensure they comply with regulations. We also set criteria for 3rd party suppliers and contractors to ensure they comply with health, safety, and the environment best practices by committing to a code of conduct.</p> |
|---|---|



- | | |
|--|--|
| <p>3. We plan next steps and objectives in ESG meetings such as the management review and the ESG steering committee. Our ESG leadership committee leads these efforts and ensure all agenda items are actioned in reference to specific Global Initiative Reporting Standards (GRI’s).</p> | <p>4. We keep track of our environmental progress by presenting and discussing accumulated data in our management and board meetings. Publishing our annual ESG Report.</p> |
|--|--|

Materiality GRI (3-2)

At Emicool, we understand the importance of focusing on sustainability aspects that have a significant impact on our business and stakeholders. We use materiality assessments to identify and address the most relevant sustainability topics. In line with international and national priorities, we've narrowed down key areas that reflect our commitment to ethical behavior, managing resources responsibly, protecting the environment, engaging with customers, supporting employee well-being, and promoting diversity and inclusion.

At Emicool, we prioritize sustainability above all else. Our commitment involves conserving energy, safeguarding the environment, ensuring customer satisfaction, and promoting sustainable growth in our region. Our core business is district cooling, which is 30-40% more environmentally friendly than traditional cooling methods. We believe that district cooling is a forward-thinking industry that can play a significant role in combating climate change.

Emicool has been working hard to support the **Initial selection process to identify material topics**

To align with international best practices, Emicool engaged with each department to obtain their views on the rankings of the key Environmental, Social, and Governance (ESG) material topics identified for Emicool. These topics were selected and agreed to be of key importance to Emicool and its stakeholders, based on peer reviews, and alignment with international and national standards and best practices.

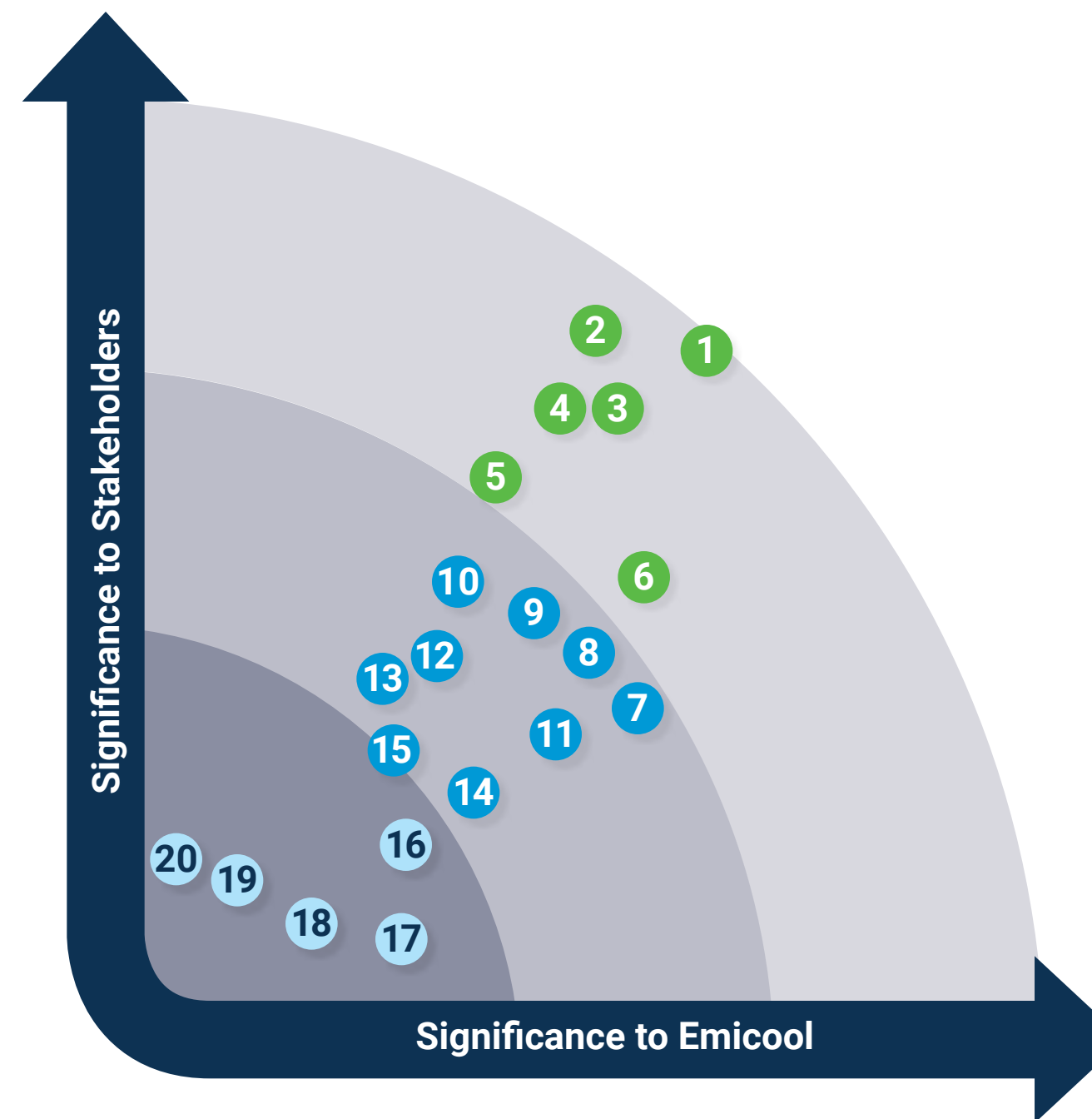
All topics are considered important to Emicool; however, their level of importance varies among departments. The process also takes into account the secondary stakeholders each department engages with.

UN's Sustainable Development Goals (SDGs). These goals shape how we run our business every day, from how we treat the environment to how we interact with our customers and community.

Emicool conducted its own study to determine what's most important for our sustainability report in 2023. This helped us identify the key materiality topics that matter most to our stakeholders and our business. With our findings, we can disclose our 2023 sustainability report that demonstrates our commitment to the environment and our stakeholders.

Our ESG Committee were able to establish which areas are most relevant to our business after consulting our leadership team and our stakeholders to understand how best to approach our sustainability journey. We also surveyed our employees to learn what they think about our impact on the economy, environment, and society.

Emicool's Materiality Matrix



1	Ethics, Governance and Compliance
2	Customer Relations
3	Health, Safety and wellbeing
4	Product and Technology Innovation
5	Information and Cybersecurity
6	Employee Engagement and Satisfaction
7	Economic Performance
8	CSR and Community Engagement
9	Human Capital Development and Retention
10	Risk and Crisis Management
11	Energy Management
12	Human Rights Management
13	Supply Chain Management
14	Water Management
15	Diversity and Inclusion
16	Climate Change and GHG Emissions
17	Water Management
18	Biodiversity
19	Product Risk and Stewardship
20	Circular Economy

As part of the alignment process, each department was asked the following:

1. Select the stakeholders your units engage with the most for operations.
2. Rank the material topics based on importance to your units from 1 (most important) to 20 (least important).

The survey results were put into a chart (next page) that shows which topics are most important to our business and stakeholders. We aligned our chart and made sure it was properly mapped to ESG Committee recommendations. This chart helped us draft our sustainability report for 2023. It also helps us plan our future sustainability strategies.

Materiality GRI (3-2)

At Emicool, we understand the importance of focusing on sustainability aspects that significantly impact our business and stakeholders. Our materiality assessment helps us identify and address the most relevant sustainability issues. In line with international and national priorities, we concentrate on key areas including Health and safety, ethical conduct, resource management, environmental stewardship, customer engagement, employee wellbeing, and diversity and inclusion. This report provides a detailed overview of all these materiality aspects.

Ethics, Governance, and Compliance

Upholding ethical principles and ensuring compliance with regulations and reporting standards
ESG

Customer Relations

Enhancing customer engagement and experience
ESG

Energy and Water Management

Managing water resources efficiently and adopting sustainable energy practices
ESG

Health, Safety, and Wellbeing

Safeguarding employee health and safety and promoting overall wellbeing
ESG

Air Quality and GHG Emissions

Minimizing greenhouse gas emissions and improving air quality
ESG

Information and Cybersecurity

Measures to protect Stakeholders sensitive data and peoples personal information
ESG



Waste Management
Handling, minimizing, and improving waste management.
ESG

Service and Technology Innovation

Application of new technologies and processes for environmental improvement
ESG

Risk and Crisis Management

Identifying, evaluating, and monitoring financial and non-financial risks
ESG

Employee Engagement and Satisfaction

Enhancing employee engagement, satisfaction, and supporting volunteerism among employees
ESG

Supply Chain Management

Enforcing supplier expectations and principles
ESG

Emiratization, Diversity & Inclusion

Fostering a diverse and inclusive work environment
ESG

Human Capital Development and Retention

Developing employee talents, ensuring physical and mental health, and preventing workplace incidents
ESG

Stakeholder Engagement Process

Emicool, we understand the importance of our stakeholders in our business. We value their views, expectations, and worries.

Prioritizing Stakeholder Engagement

Engaging with our stakeholders is a key part of our sustainability strategy. We aim to have open and honest conversations with all parties involved.

Listening and Learning

We believe that meaningful engagement involves actively listening and continually learning. We take note of the feedback, insights, and perspectives shared by our stakeholders. This helps us understand their expectations and concerns, allowing us to align our strategies and actions accordingly.

Centering Sustainability

Our stakeholder engagement process serves as a platform to explore impactful ideas that benefit all stakeholders. Through open lines of communication, we can connect directly and regularly with our stakeholders.

Empowering Positive Impact

Our commitment to effective stakeholder engagement is based on transparency, accountability, and sustainability.





OUR PEOPLE

Our employees are the backbone of our success, and their health, safety, and well-being are our top priorities. In this section, we'll explore key indicators and metrics that demonstrate our ongoing efforts to ensure the welfare of our workforce.

From the combination of Health, Safety, and Environment (HSE) training we provide to the number of safety observations made, Emicool is continuously working to create a safe, engaging, and supportive workplace for our employees. These initiatives are in line with our broader sustainability goals and echo the United Nations Sustainable Development Goals (SDGs), showing our commitment to making positive contributions to both our workforce and society as a whole.



Health, Safety and Wellbeing GRI: 403, 404

HSE Achievements in 2023

Environmental: In 2023, our HSE department made sure to follow all relevant rules and standards diligently.

Social: Throughout the year, we made the safety of our employees a top priority by providing comprehensive safety training programs. These efforts paid off with zero workplace accidents or injuries. Additionally, we focused on promoting mental health among our employees by introducing mental health support programs.

Governance: Our HSE department conducted comprehensive comprehensive safety inspections across all our facilities to identify and mitigate potential risks, ensuring compliance with safety regulations and standards. Additionally, our incident reporting system was instrumental in maintaining a safe workplace, resulting in a significant reduction in incidents and a clean record throughout 2023. The HSE audit did identify minor non-conformities and observations, however management and operations is fully committed to addressing and resolving these issues.



KPI	Unit	2021	2022	2023
Total employee work-hours	#	484,800	550,391	540,400
Total contractor work-hours	#	449,241	264,692	469,320
Total work-hours	#	934,041	815,083	1,028,083
Employee fatalities	#	0	0	0
Contractor fatalities	#	0	0	0
Employee total recordable injuries	#	1	0	0
Contractor total recordable injuries	#	0	0	0
Total recordable injuries	#	1	0	0
Total recordable injury frequency	#	2	0	0
Employee lost-time injuries	#	1	0	0
Contractor lost-time injuries	#	0	0	0
Total lost-time injuries	#	1	0	0
Lost-time injury frequency (LTIF)	#	2	0	0
High Potential Incidents (HPIOs)	#	1	0	0
Number of Safety Observations	#	194	187	423
Observations Actions Close-Out	%	85%	84%	91%
Number of workers covered by an occupational health and safety management system	#	226	252	248

Health, Safety and Wellbeing GRI: 403, 404 *continued*

Our Health, Safety, and Environment (HSE) department aligned its efforts with sustainability goals:

Tracking Injuries and Illnesses: We monitored lost time injuries and work-related illnesses as well as workplace safety incidents.

Monitoring PPE Usage: We monitor employees use of personal protective equipment to keep them safe from workplace hazards.

Emergency Response: We measured evacuation times of our emergency response teams to ensure they are prepared for and equipped to deal with a crises situation.

Safe Work Permits: We tracked permits issued for high-risk activities to ensure they were properly authorized and followed safety protocols.

Safety Audits: Regular safety audits helped us understand how well we adhere to safety standards and identify areas needing improvement.



Planned Initiatives for ESG Enhancement in 2024:

Environment:

Providing regular health and safety training to help employees identify and address potential hazards effectively.

Enhancing emergency response plans and conducting realistic drills for swift, coordinated actions during crisis.

Social:

Implementing wellness programs, conducting ergonomic assessments, and providing mental health support to promote the physical and mental well-being of our workforce.

Governance:

Keeping updated with regional health, safety, and environmental regulations.

Establishing a comprehensive risk management framework to identify potential hazards, assess risks, and implement preventive measures to minimize incidents and enhance our commitment to governance and stakeholder compliance.



Health, Safety and Wellbeing GRI: 403, 404 continued

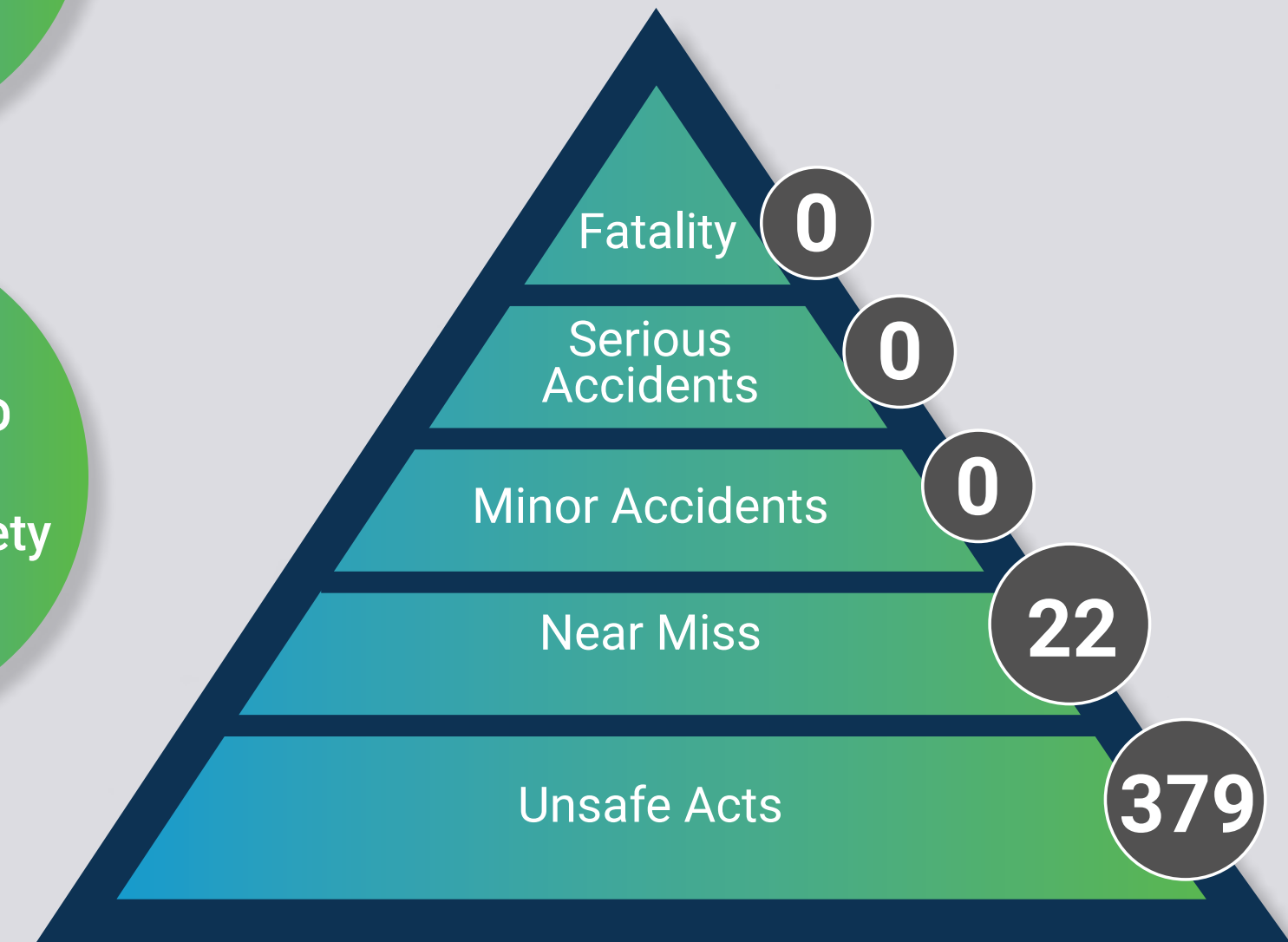
Health and Safety Training:

For 2024 and beyond we will continue to initiate comprehensive training programs to educate our workforce on skills and best practices for maintaining a safe working environment. Well-trained employees are better equipped to identify hazards, respond to emergencies, and contribute to a safe workplace culture.



Heinrich Triangle

HSE Lagging and Leading Indicators



HSE Highlights

Number of workers covered by an occupational health and safety management system increased by 71% from 231 to 397.

HSE Highlights

Total hours of HSE training increased by 233% from 504 to 1680 hours.

Number of Safety Observations increased by 126% from 187 to 423.

Human Capital Development and Retention

GRI 102, 202, 401, 404 ,405, 413

By enhancing the greenery of our surroundings it also plays a role in reducing greenhouse gas emissions and promoting biodiversity (GRI 304). By adding more trees to our environment, we are actively contributing to a healthier ecosystem and a more sustainable future for all.



Lending a hand

CEO Dr. Adib Moubadder joined in to help plant over 300 new tree seedlings.



Key Achievements

Environment: We have initiated a green campaign aimed at planting over 300-500 trees in our local community area of Dubai Industrial Park. This initiative not only serves to enhance the greenery of our surroundings but also plays a crucial role in reducing greenhouse gas emissions and promoting biodiversity (GRI 304). By adding more trees to our environment, we are actively contributing to a healthier ecosystem and a more sustainable future for all.

Human Capital Development and Retention

GRI 102, 202, 401, 404 ,405, 413 *continued*

Recognition of achievements help promote a sense of purpose and pride in the workplace. Our Employee Awards program, recognizes and celebrates the outstanding contributions of our team members. Emicool also organizes regular sports tournaments to promote physical health and teamwork. Emicool is planning to have a recreation center and centralized cafeteria at the headoffice for our employees well-being.

Emicool commemorate important occasions such as International Women’s Day and Emirati Women’s Day, honoring the achievements and contributions of women in our workforce and society.

Through these initiatives, we can foster a supportive and inclusive work environment where all employees feel valued and appreciated.



44
Female employees



248
Full-time employees



KPI	Unit	2021	2022	2023
Total number of employees	#	226	252	248
Full-time employees (Total number of employees)	#	225	251	248
Part-time employees (Total number of employees)	#	1	1	0
Total number of contractors and/or consultants	#	0	0	0
Full time employees in senior management	#	11	12	13
Female Full time employees in senior management	#	0	0	0
Male Full time employees in senior management	#	11	12	13
Full time employees in middle management	#	37	40	40
Female Full time employees in middle management	#	8	9	10
Male Full time employees in middle management	#	36	31	30
Full time employee staff (other levels)	#	178	200	195
Female Full time employee staff (other levels)	#	33	34	34
Male Full time employee staff (other levels)	#	165	166	161
The number of personnel in executive and management positions and above that are nationals:	#	3	3	3
Female full-time employees	#	36	44	44
Male full-time employees	#	190	208	204
Under 30 years old	#	48	52	38
30 to 50 years old	#	164	181	188
Over 50 years old	#	14	19	22

Human Capital Development and Retention

GRI 102, 202, 401, 404, 405, 413 *continued*

During the 28th Conference of the Parties (COP 28), Emicool, was a strategic partner of the World Green Economy Organization (WGEO), and was recognized as a leading figure and innovator in the district cooling sector for its environmental and sustainable efforts. At the event, Emicool took advantage of the platform to present case studies and showcase cutting-edge

technology, as part of the panel discussions.

Participation in COP28 blue and green zone panel discussions, strengthens our support towards the UAE's Net Zero plan to cut carbon emissions by 2050.

Emicool Delegation at the blue zone:

Ms. Shamiram, Dr. Adib, Mr. Yousuf, Mr. Ezzeddine, and Dr. Sherif represented Emicool highlighting best ESG practices Positioning Emicool in UAE:

Recognized as a pioneer and leader in sustainability

Networking goals:

- Explore green financing opportunities
- Facilitate business expansion
- Align with international regulations
- Approach
- Engage in panel discussions
- Utilize speaking opportunities
- Connect with high-level UN Delegates

Emicool presence in the Green zone:

- Emicool employees actively contributing to sustainability goals
- Focus Areas at COP28 Green HubEnergy Management
- Climate Change Initiatives
- Diversity and Inclusion events



Dr. Adib El Moubadder
Chief Executive Officer



Ms. Shamiram Nissan
Partner, Actis Head of Sustainability



Mr. Yousuf Akbar Ali
Chief Financial Officer



Dr. Sherif Hesham Mohamed Elkholy
Partner, Actis Head of the Middle East & North Africa



Mr. Ezzeddine Jradi
Head of Business Excellence and Sustainability

COP28 the 28th Conference of the Parties (COP28) to the United Nations Framework Convention on Climate Change (UNFCCC) hosted in Dubai, UAE.



[Click here to watch the panel discussion in COP 28 blue zone](#)

Human Capital Development and Retention GRI 102, 202, 401, 404 ,405, 413 continued

To further enhance work-life balance, we have introduced flexible work arrangements and extended flexible work hours by one hour, allowing employees to better manage their professional and personal responsibilities.

We have expanded the scope of our BATL Awards by adding new categories, including the "Dream Team Award," which recognizes outstanding teamwork and collaboration within our organization. Through these initiatives, we continue to cultivate a positive and supportive work environment where all employees can thrive and succeed.



We are planning to launch Women Inspiring Network (WIN) in 2024. WIN is about empowering and supporting our female employees in their professional journeys. WIN provides a platform for networking, mentorship, and skill-building opportunities, fostering a culture of inclusivity and empowerment within our organization.

In addition to promoting professional growth, we prioritize the well-being of our employees through various health-oriented programs. These initiatives include organizing Ramadan Iftar gatherings to promote unity and community spirit, offering free eye-checks to improve staff eye sight, and hosting a fitness challenge in partnership with FITZE to encourage physical activity and wellness.

Recognizing the importance of supporting our employees' family life, we have introduced initiatives such as providing gift vouchers for newborns, celebrating the joyous arrival of new family members and demonstrating our commitment to work-life balance.

We are fortunate to learn that our efforts to create an exceptional workplace have been recognized, as we achieved 9th place in the 'Best Workplace in the UAE' award. This achievement highlights our strong organizational culture, characterized by a people-centric approach and a commitment to employee satisfaction and well-being.



Governance:

Successfully reaching the target of 2% YOY increase for Emiratisation set by the UAE Government with an increase intake of National Graduate Trainees to support the local community Emicool has seen a total of 35% increase in UAE National employees since 2022.



Human Capital Development and Retention

GRI 102, 202, 401, 404 ,405, 413 *continued*

Initiatives implemented to support KPIs (GRI 304 - Biodiversity)

Environmental:

In 2023 Emicool continued our tree planting initiative, contributing to carbon offsetting efforts and enriching local biodiversity.

Social:

Expanded our engagement and well-being programs through various events and activities, promoting community involvement and recognizing employee contributions.

Implemented a new onboarding process that includes welcome gifts for new employees, enhancing their initial experience and fostering a sense of belonging.

Prioritized environmentally friendly packaging for our products and gifts, aligning with our commitment to minimize environmental impact.

Governance:

Introduced EMISIGN, a digital signature platform developed by our IT team. This innovation significantly reduced paper consumption organization-wide by facilitating digital document signing for contracts, memos, and receipts.

The launch of EMISIGN also contributes to our governance Key Performance Indicators (KPIs), demonstrating our dedication to leveraging technology for efficiency and sustainability.



Initiatives planned for 2024 and beyond

Environment:

Solar penetration: this initiative supports the 'renewable energy integration KPI'. Emicool is expanding solar energy usage across all its DC Plants with a capacity greater than 1.8 MWp. This aligns with 'renewable energy adoption' and contributes towards combating climate change.

Social:

Enhance employee engagement and satisfaction through robust feedback systems and continuous improvement plans.

Develop and implement employee-oriented programs and community service initiatives, such as ongoing support for local sports events and health awareness campaigns. Cultivate a diverse and inclusive work environment that prioritizes the professional growth and personal well-being of all team members.



For 2024, we are planning to collaborate with 'Companies for Good' for training in Diversity and Inclusion for approximately 150 of our employees. This is intended to raise awareness on this important topic. Training is planned for Q4 of 2024 and all participants will receive attendance certificates to mark the event.

Governance:

Strengthen regulatory compliance through regular policy reviews and updates, ensuring adherence to legal requirements.

Continue to improve system enhancements to support ISO compliance and meet stakeholder requirements effectively.

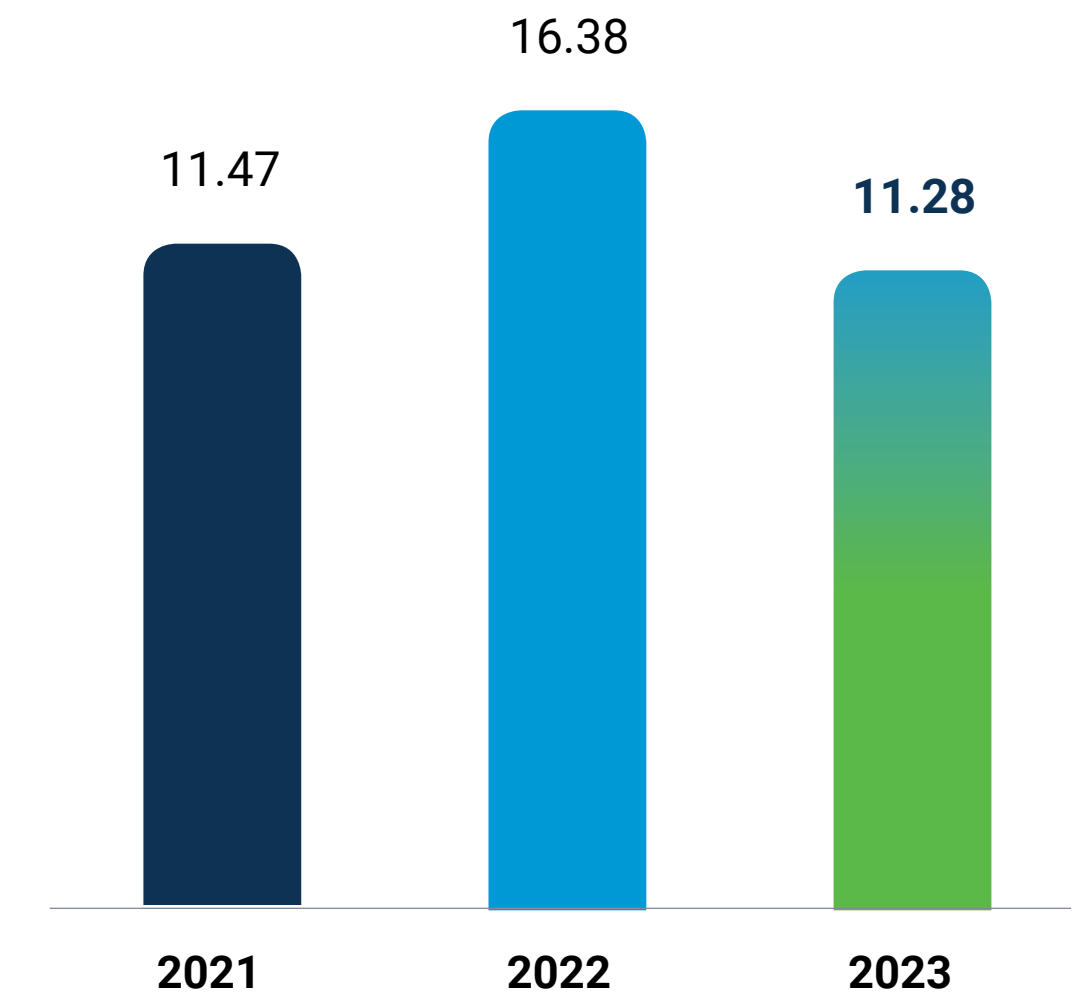
Implement training programs that focus on ethical conduct and compliance for all employees, fostering a culture of integrity and accountability.

Human Capital Development and Retention

GRI 102, 202, 401, 404 ,405, 413 *continued*

KPI	Unit	2021	2022	2023
Female New employee hires	#	9	8	9
Male New employee hires	#	27	19	20
Under 30 years old New employee hires	#	18	14	14
30 to 50 years old New employee hires	#	18	13	15
Over 50 years old New employee hires	#	0	0	0
Full time (Regretted Attrition) Total number of employees who left the company	#	23	19	13
Part time Total number of employees who left the company	#	3	0	0
Male Total number of employees leaving employment during the reporting period:	#	20	17	7
Female Total number of employees leaving employment during the reporting period:	#	6	2	6
Total employee training hours	Hours	2,593	4,128	2,797
Average number of training hours per staff per month	Hours	11.47	16.38	11.28

Average number of training hours per staff per month Hours



Human Capital Development and Retention

GRI 102, 202, 401, 404, 405, 413 *continued*

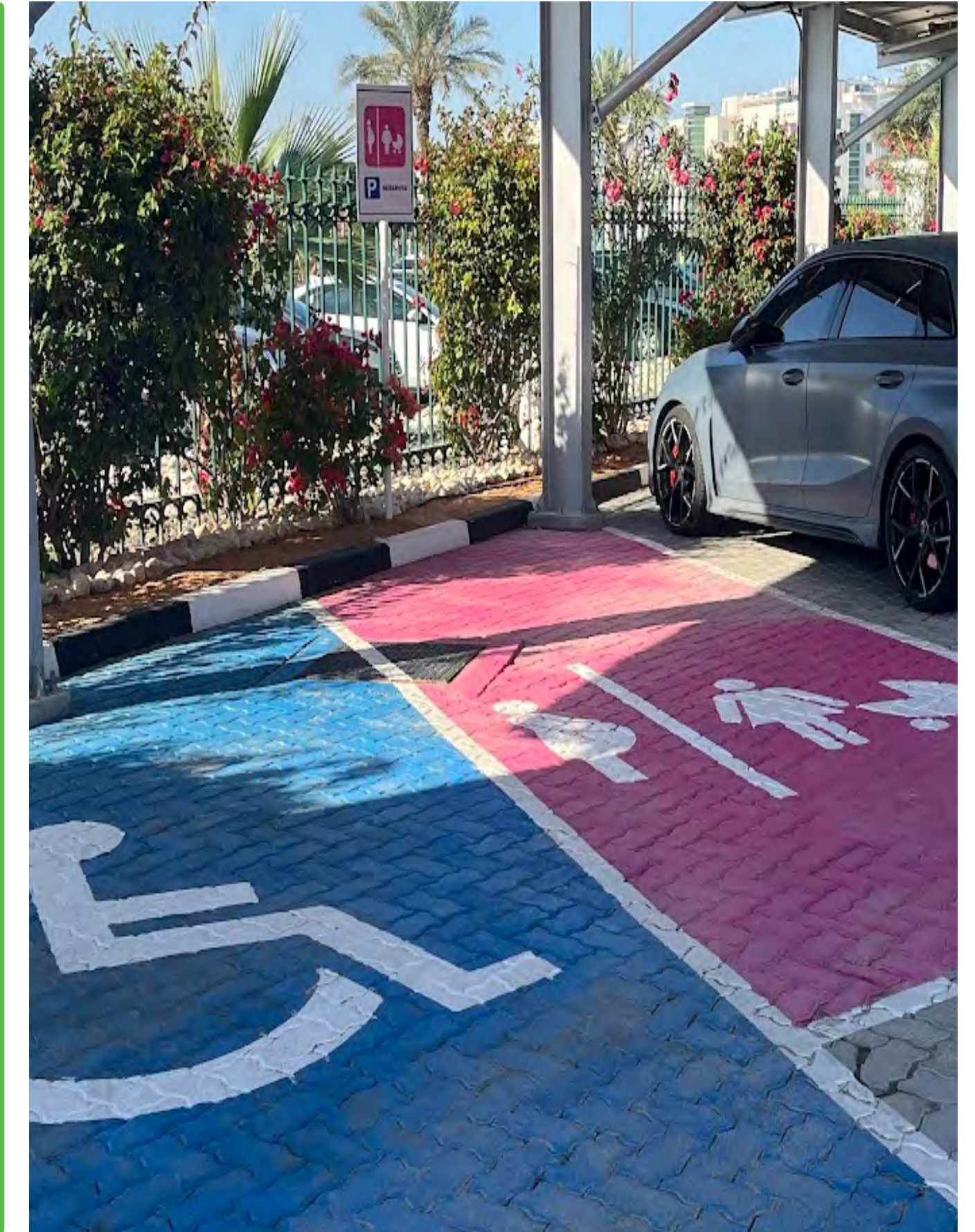
KPI	Unit	2021	2022	2023
Employee satisfaction score	%	90.00%	88.20%	90.00%
Employee engagement	%	-	-	-
Employee absentee rate	rate	0.12%	1.59%	0.96%

KPI	Unit	2021	2022	2023
Number of female employees that took parental leave	#	2	1	3
Number of female employees who returned to work after parental leave ended (return to work)	#	2	1	3
Number of female employees returned from parental leave who were still employed twelve months after return to work (retention)	#	2	1	3
Return to work rate	%	100%	100%	100%
Maternity retention rate	%	100%	100%	100%

0.96%
Employee
absentee
rate

100%
Maternity
retention
rate

90%
Employee
satisfaction



Human Capital Development and Retention

GRI 102, 202, 401, 404, 405, 413 *continued*

KPI	Unit	2021	2022	2023
Nationals among total full-time workforce	#	6	9	14
Female National full-time employees	#	3	4	8
Male National full-time employees	#	5	5	6
The number of personnel in executive and management positions and above that are nationals	#	3	3	3

KPI	Unit	2021	2022	2023
Number of grievances filed in the reporting period	%	2	2	1
Number of these grievance that are addressed or resolved	%	2	2	1
Number of grievances filed prior to the reporting period that were resolved during the reporting period	#	0	0	1



Human Capital Development and Retention

GRI 102, 202, 401, 404, 405, 413 *continued*



Over
10
Emicool
Volunteers

In 2023, Emicool collaborated with Actis through the Actis Act initiative to support the inclusion of females in the STEM industry, starting from their academic journey and extending into their careers

Over
12 Hrs
voluntary
work

Supporting
People of
determination

KPI	Unit t	2021	2022	2023
Donations and sponsorships	(AED million)	0.07	0.03	0

Human Capital Development and Retention

GRI 102, 202, 401, 404, 405, 413 *continued*

Sustainability Week

During Sustainability Week at Emicool, we participated in a series of impactful activities aimed at fostering environmental consciousness and promoting sustainable practices within our organization and the community. Here's a summary of the key initiatives:

1. Visit to Rashid Center for People of Determination (June 20, 2023): Emicool representatives visited the Rashid Center for People of Determination, demonstrating our commitment to inclusivity and social responsibility.
2. Net Zero Simulation Workshop with Dr. Tim (June 21, 2023): We organized a workshop led by Dr. Tim Rogmans aimed at enhancing employees' understanding of net zero concepts, facilitating knowledge dissemination, and raising awareness about the importance of striving for carbon neutrality.
3. Customer Interaction – Quiz and Giveaways (June 21-23, 2023): Across our customer service sections and branches, we conducted engaging quizzes offering exciting prizes and giveaways. This initiative not only entertained our customers but also educated them on sustainability topics.
4. Best out of Waste Competition: Employees participated in a "Best out of Waste" competition, igniting their creativity and encouraging them to embrace the principles of recycling, reusing, and reducing waste.
5. ESG Photography Competition: To inspire creativity and promote awareness of Environmental, Social, and Governance (ESG) issues, we launched a photography competition among employees. Participants were encouraged to capture images within the Emicool office or its surroundings and accompany them with captions related to ESG themes.

Closing Ceremony: The week culminated in a vibrant closing ceremony, celebrating the collective efforts and achievements of Sustainability Week. It served as a reminder of our ongoing commitment to sustainability and encouraged continued engagement in environmentally conscious practices.



Net Zero simulation workshop hosted by Dr. Tim Rogmans



Human Capital Development and Retention

GRI 102, 202, 401, 404, 405, 413 *continued*

CSR AND COMMUNITY ENGAGEMENT

At Emicool, we recognize the importance of our communities in our journey towards sustainability as a district cooling services provider. We have always prioritized supporting these communities in meaningful way, and in 2023, our commitment to their well-being and the environment reached new heights.

Collaborative Recycling Initiatives

Emicool understands the impact of collective action in driving sustainable change. To actively participate in broader recycling initiatives and raise awareness about responsible waste management, we have formed close partnerships with local authorities and community organizations. Through these collaborations, Emicool aims to extend its impact and significantly contribute to promoting recycling and sustainable waste management practices within the community.

Education as a Catalyst for Change

Emicool recognizes its role in education and promotes awareness among employees and customers on sustainable issues. We launched a comprehensive educational campaign emphasizing the importance of recycling and proper waste management. These initiatives provide clear guidance on the effectiveness of segregating recyclable materials.

Investing in Recycling Infrastructure

Aligned with our educational efforts, Emicool has invested significantly in recycling infrastructure. We strategically placed recycling bins and collection systems throughout our facilities, making it convenient for both employees and customers to engage in recycling initiatives. This proactive approach not only makes recycling accessible but also reinforces our commitment to sustainable practices.

Empowering Our Team

Our Operations and Maintenance team values the contributions of our team members. We provide the necessary training to enhance their skill set, broaden their understanding, and introduce them to innovative ideas and technologies. This proactive approach empowers our team, fostering a culture of continuous improvement and sustainability.

Emicool is committed to making a real difference in the environment and the communities we work in. We focus on managing waste responsibly and supporting education and sustainability.



Industrial flooring made from recycled tires



Repurposing used chemical containers



Climate and Sustainability Workshop



Workshop Agenda

We organized a Climate and Sustainability Virtual Experience Program run by the Boston Consulting Group that helped employees understand our carbon emissions reduction targets. The Program was conducted over 6 sessions and was accompanied by assignments to the participants to help them better understand the concept of implementation of carbon emissions reduction.

Benefit to employee: participants received access to research data, gaining insights on baseline, benchmarking, cost-benefit analysis, value addition, risk assessment, and effective communication. As well as a certificate of completion of the program from Emicool.

Benefit to Emicool: Alignment with Emicool strategy, improved data reporting, and better understanding on the ESG criteria.

Our Operations

Our focus on efficiency, responsible practices, and innovation is crucial to our growth as a leading district cooling provider in the UAE. We adhere to the highest standards of corporate governance and integrate global best practices into all aspects of our operations. This approach enables us to effectively meet the needs and expectations of all our stakeholders.



District Cooling Plants

OPERATIONS AND MAINTENANCE

At Emicool, we have a dedicated team overseeing the efficient functioning of the supply chain, from district cooling plants and underground chilled water networks to energy transfer stations and customer-side equipment, including digital controls and instrumentation.

By leveraging state-of-the-art technologies and retro-fitting, we use advanced systems such as underground chilled water leakage detection and unmanned machinery, that is all monitored from a Command Control Centre (CCC). We have enhanced our Command Control Centre (CCC) to monitor more than 20 plants and 500 energy transfer stations, upgrading instrumentation and controls to enable automatic operation and reporting.

We have streamlined maintenance workflows and reporting processes, resulting in a 100% increase in the number of in-house maintenance orders closed, totaling 1550 corrective work orders across the plants. 2,237 total number of tickets /orders*, increase of 45% from 2022. *Corrective work orders/tickets

The implementation of smart valves and fully centralized BTU meters further contributes to optimizing our district cooling efficiencies. Total number of active smart valves installed are 9,246 out of 31,101 properties representing 30%. In 2024, we plan an additional 5000 smart valves.

By embracing innovation and environmental responsibility, we are committed to a greener, more sustainable future in all aspect of our operations.

Site Name and Location

DCP - 1	Dubai Investments Park 1
DCP - 3	Dubai Investments Park 1
DCP - 4	Dubai Investments Park 1
DCP - 5	Dubai Investments Park 1
DCP - 6	Dubai Investments Park 2
DCP - 7	Dubai Motor City
DCP - 8	Dubai Motor City
DCP - 10	Uptown Mirdif – Dubai
DCP - 11	Al Jaddaf
DCP - 13	Dubai Sports City
DCP - 14	Expo City Dubai
DCP - 15	Rose Bay
DCP - 16	Mirdiff Hills – Dubai
DCP - 17	Jumeirah Bay – Jumeirah 2
DCP - 19	Town Center – Fujairah
DCP - 20	Al Warqa
DCP - 22	The Terraces – Meydan*
DCP - 23	Park Gate Residence*
DCP - 24	Escan Tower – Dubai Marina*

*Cooling as a services



District Cooling Plants *continued*

Key Achievements

Environment:

Significant improvements were made in optimizing plant efficiency through refinement of operational control logic systems, to minimized energy losses. Integration of three additional remote district cooling plants (DCP22, DCP23, and DCP24) into the Command Control Centre to streamline operations, and reduce logistical carbon footprints. The integration of 2,379 data points into the advanced energy management system (EmiView) enabled data-driven enhancements in operational efficiency, leading to reduced carbon emissions. The extension of chilled water leak detection system coverage substantially reduced water and energy loss, resulting in cost savings and improved efficiency.

Social:

We foster an inclusive workplace by implementing non-discriminatory policies that promote diversity and equal opportunities for all team members and contractors. Actively encouraging team participation in corporate social responsibility events, such as Ramadan Iftar Box Distribution, Beach Cleanup, Tree Planting Activity, and supporting refugee children, reinforce our commitment to social inclusivity and community development. Through these initiatives, we extended our impact beyond the workplace, aligning corporate values with social responsibility.

Governance:

A steadfast commitment to governance and compliance is demonstrated through regular reviews and updates of workplace safety policies, prioritizing the safety and well-being of employees and contractors. Initiating cybersecurity measures and developing new Operational Technology (OT) cybersecurity policies and procedures ensured the reliability and security of district cooling services. Compliance with industry standards and regulations underscore our dedication to ethical business practices and regulatory adherence.

Challenges and Initiatives taken

Our department encountered diverse challenges, requiring strategic initiatives for resolution. Among these challenges, cybersecurity emerged as a prominent concern due to the evolving cybersecurity landscape. With cyber-attacks growing in sophistication, protecting Emicool's OT systems became imperative. Conducting a cybersecurity assessment revealed a medium maturity level, prompting the development of a strategic roadmap to elevate our cybersecurity maturity.



Another challenge stemmed from the complexity of integrating new technologies to maximize energy efficiency, impacting our environmental footprint. Our current focus is on ongoing research and development efforts, particularly at DCP14, aimed at implementing artificial intelligence and machine learning solutions. This initiative aims to leverage advanced technologies to enhance energy efficiency, thereby positively contributing to environmental sustainability. Our commitment to ongoing research underscores our dedication to innovation and environmental responsibility.

Community and social engagement also posed challenges, particularly in sustaining long-term interest and active participation in social responsibility events.

Our efforts are focused on striking a delicate balance between these activities and work duties to ensure sustained engagement while maintaining operational efficiency. Thorough planning and coordination are essential to uphold our commitment to social responsibility without compromising daily work operations. This dual focus on social engagement and professional responsibilities reflects our commitment to fostering a balanced approach between social responsibility and operational excellence within the organization.

District Cooling Plants *continued*

Key Initiatives

Recycling and Reusing Components:

We emphasize recycling and reusing components, such as cables and wiring, whenever feasible instead of purchasing new ones to minimize waste and reduce environmental impact.

Predictive Maintenance:

We use sensors and monitoring technologies to predict equipment failures and schedule maintenance proactively, reducing downtime, mitigating the need for emergency repairs, and extending equipment lifespan through regular planned maintenance, thus conserving resources.

Computerized Maintenance Management Systems (CMMS):

We utilize the DCT Help Desk portal for tracking and managing maintenance activities, including scheduling and identifying recurring failures, streamlining processes, and reducing reliance on paper documents.

Condition-Based Maintenance:

We continuously monitor equipment conditions and perform maintenance only when necessary, rather than adhering to fixed schedules. This approach reduces maintenance costs, ensures energy-efficient equipment operation, and lowers energy consumption.

Implementation of Smart Devices: We are deploying smart sensors for motors and machinery to enable advanced analytics and maintenance planning. These devices monitor equipment performance, optimize maintenance schedules, and ensure energy efficiency, thereby reducing maintenance needs and enhancing operational efficiency.

Leak Detection System:

We are installing a comprehensive leak detection system along the chilled water pipe network to identify and address water leaks early. Over the past four years, this technology has significantly reduced water loss due to leaks, conserving water and energy resources.

Digital Tools for Calibration: We are adopting digital calibration tools like the SITRANS FM verification, which generates automated verification reports for flow meters. This digitization reduces paper usage and carbon footprint associated with calibration activities, streamlining processes and enhancing efficiency.

Energy-Efficient and Low-Emission Devices: We prioritize the selection of energy-efficient and low-emission devices for new projects and replacements. This initiative minimizes environmental impact and promotes sustainability across operations.

Digital Tools for Monitoring and Control: We are implementing plant automation and central supervisory control and data acquisition (SCADA) systems for remote monitoring and control of district cooling plants and energy transfer stations (ETs). This enhances operational efficiency, allows proactive issue identification, and reduces the need for costly repairs and maintenance.

Document Handling with E-Signatures: We are integrating e-signatures into document workflows to reduce paper usage and streamline signing processes. E-signatures expedite document signing, enabling multiple parties to sign documents digitally from anywhere, thereby eliminating the need for physical documents and in-person meetings.



Leak detection system substantially reduced water and energy losses.



Operations and Maintenance

Key Initiatives Planned for 2024

Environment

Climate Change, Green Initiatives, GHG Reduction

Revise the operational control logic practice to optimize peak plant efficiency, reduce energy loss, and uphold the highest standards of performance and sustainability. The focus is on refining strategies and mechanisms to enhance overall operational efficiency, minimizing energy waste, and reinforcing our commitment to sustainable practices. This initiative involves integrating cutting-edge technologies and best practices to ensure that our operational control philosophy seamlessly aligns with environmental insights and long-term viability. By fine-tuning these principles, our goal is to establish a resilient and eco-aware operational framework that maximizes efficiency while minimizing our environmental footprint, contributing to a more sustainable and environmentally responsible operational landscape.

Social

Customer, Employees, Community

Provide enhanced diagnostic support to customers, empowering them to identify and understand internal cooling system issues. By offering expert guidance and explanations, DCT aims to educate customers about their cooling systems and the importance of maintaining optimal operational parameters for energy efficiency. These initiatives will highlight the significance of responsible energy consumption and promote awareness about energy optimization practices among customers. Emicool is committed to ensuring customers have the information they need to feel empowered, fostering social engagement and sustainability.

Governance

Regulatory, System Enhancement, ISO Compliance, Stakeholder Compliance

Emicool established an internal audit department to govern areas of cybersecurity including OT CSMS (Cybersecurity Management System) to develop comprehensive OT security policies, procedures, and standards to enhance cybersecurity exposure. This involves crafting and documenting robust OT security policies, procedures, baselines, and standards aligned with industry best practices and the Cyber+ Framework. Close collaboration with multiple departments ensures that the designed policies and procedures are feasible for implementation and enforceable. Endorsement from top-tier management ensures organization-wide adoption and the consistent enforcement of security requirements, reinforcing the importance of cybersecurity across Emicool.

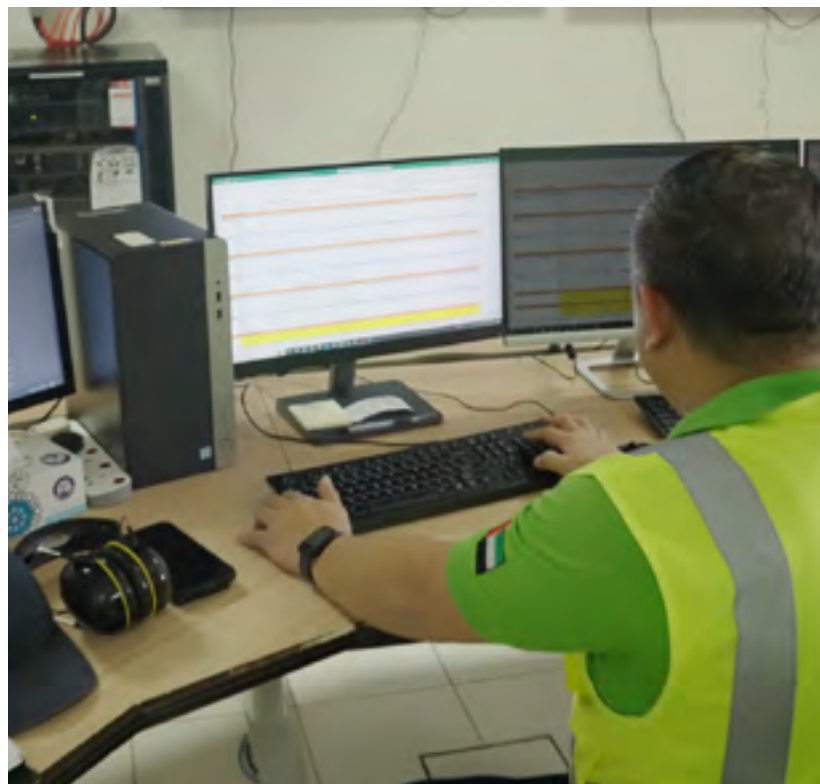
Operations and Maintenance

continued

Overcoming challenges through Initiatives

Meeting Regulatory Supervisory Bureau (RSB) Targets and Adherence to Dubai Municipality Guidelines:

The Operations and Maintenance (O&M) department faces significant challenges in meeting RSB targets and complying with Dubai Municipality guidelines. Evolving regulations in environmental, safety, and energy efficiency demand strict adherence, posing hurdles in documentation, adapting to regulatory changes, and balancing operational efficiency with compliance. Navigating stringent regulations set by the Dubai Municipality adds complexity, requiring a proactive approach, continual monitoring of regulatory changes, and integration of compliant practices into daily operations.



Coping with Weather Changes: Coping with Climate Change: Climate change and rising temperatures are increasing the demand for cooling in Dubai, putting more strain on district cooling systems. As temperatures rise, the need for energy-efficient cooling solutions grows, leading to higher operational costs and greater stress on infrastructure. In response, Emicool is proactively investing in climate-resilient infrastructure to address these challenges. The company has committed to enhancing its systems with innovations like EMI Valves, energy retrofits, and electric vehicles, ensuring both efficiency and resilience in the face of escalating cooling demands. We have planned to conduct Climate Risk Assessment to understand the impacts and prepare a robust mitigation plan in 2025

Aligning with Company Strategy to Achieve Greener Targets: Integrating greener practices into daily operations presents challenges for the O&M department, including overcoming reluctance to adapt and balancing environmental goals with operational efficiency. Ensuring alignment with sustainability targets while maintaining system reliability and meeting regulations requires strategic planning and persistent efforts to cultivate a culture of environmental responsibility within the organization. Embracing greener initiatives necessitates proactive measures and continuous improvement to achieve the company's sustainability objectives while sustaining operational effectiveness.



Key Initiatives to Overcome Challenges

Energy Retrofit: Partnering with ESCO, we have undertaken energy retrofit projects across all district cooling plants, aiming to enhance efficiency and reduce environmental impact. These upgrades have led to a substantial decrease in energy consumption and operational costs, aligning with our commitment to sustainability. By transforming our plants into a digital landscape, we synergize with the UMS project, demonstrating our dedication to continuous innovation.

Installation of Ceramic Filters/Upgradation of Reverse Osmosis Plants: To enhance water purification and conservation, we are upgrading Reverse Osmosis Plants with cutting-edge recycling technology, incorporating ceramic filters based on the innovative Home Port design. This advanced filtration system improves treated water quality and minimizes waste, contributing to higher sustainability and operational efficiency.

Expansion of Solar Panels: Emicool is expanding its reliance on solar energy, increasing solar capacity to 700 kWp with plans to add an additional 1.8 megawatts by 2024. The investment in Solar panels for Emicool's office was AED155,200. Additional solar panels are leased at AED43,623/- This initiative aligns with our strategy and Regulatory Supervisory Bureau (RSB) targets, positioning us as a leader in utilizing renewable energy.

Partnership with Leading Chemical Treatment Companies: Partnering with leading chemical treatment companies enhances water quality and performance through advanced chemical solutions. Tailored treatments ensure optimal water use, reduce consumption, and meet stringent environmental standards, demonstrating our commitment to sustainable water management.

Collaboration with Water Suppliers: Initiating meetings with key water suppliers, including DM, DI, and DSC, aims to address water quality concerns and establish comprehensive guidelines. By fostering collaboration and consistency, we ensure that water provided meets stringent criteria essential for community well-being and ecological balance.

Refurbishment and Upgradation of Cooling Towers: To address challenges posed by global warming, we are undertaking major refurbishments and upgrades of Cooling Towers (CTs). Engaging with CT specialists, we adapt our CTs to current weather conditions, ensuring optimal performance and sustainability.

In-House Water Recycling Initiative: In 2023, the O&M department initiated an in-house water recycling project, successfully reusing 26,000 tons (equivalent to Approx 5,824,000 IMG) of backwash water from Reverse Osmosis plants. This initiative significantly enhances sustainability efforts, supporting strategic KPIs for better water performance.

700 kWp
Solar power capacity with plans to increase to 1.8 MWp

Ethics, Governance and Compliance GRI 205, 419

At Emicool, we understand the importance of good governance and compliance for responsible corporate conduct. We are committed to maintaining the highest ethical standards, following compliant practices, and ensuring sound governance across all our operations.

Key Achievements

Emicool committed to strengthening its governance practices as part of its ESG strategy. To achieve this, we have outlined several key initiatives for the year ahead.

Delegation of Authority and Chart of Authority Updates: During the reporting period of 2023, we revised our delegation of authority and chart of authority. These revisions will establish a structured framework for decision-making processes, promoting accountability and transparency across the organization.

Implementation of Whistleblowing and Anti-Bribery Policies: We have recently finalized and are in the process of implementing approved versions of whistleblowing and anti-bribery and corruption policies. These policies underscore our dedication to upholding ethical business practices and fostering a culture of integrity.

KPI	Unit	2021	2022	2023
Total incidents of non-compliance with laws and regulations	#	0	0	0
Total number of non-monetary sanctions	#	0	0	0
Total amount of legal and regulatory fines and settlements	AED	0	0	0
Percentage of legal and regulatory fines and settlements that resulted from whistleblowing actions	%	0	0	0

Regulatory Compliance: Emicool is actively engaged with regulatory bodies, particularly the Regulatory and Supervisory Bureau (RSB). We attend workshops to stay current on the latest published regulations, ensuring full compliance with all relevant laws and regulations and mitigating potential operational risks.

System Infrastructure Enhancement: We are enhancing our system infrastructure to streamline governance processes. The implementation of a board management platform has significantly improved organization and accessibility for our Board and Committee members. This platform also ensures the confidentiality of sensitive information.

By prioritizing these governance initiatives, our department supports the business as a whole to reinforce its commitment to robust governance practices and responsible business conduct.



Amended Emicool’s Sustainability Policy bringing it in line with the committee’s recommendations.

Risk and Crisis Management GRI 200, 300

Corporate Gifts and Bribery Policy

Ensuring Transparency and Risk Reduction

At Emicool, we are committed to ethical conduct and governance across all operations, including our Human Resources (HR) department. We proactively cultivate an ethical work culture and ensure regulatory compliance. Our anti-corporate gifts and bribery policy is a key measure to prevent conflicts of interest in business transactions. By establishing guidelines and limits for such interactions, we promote transparency and uphold ethical business practices.

Proactive Risk Reduction: A Key Responsibility

Our proactive approach offers dual benefits. First, it minimizes the risk of costly and damaging legal disputes for our organization and employees. By staying current with evolving labor laws, we can swiftly adjust our policies and practices to ensure full compliance. Second, our commitment to ethical standards exceeds legal requirements, demonstrating our dedication to the highest moral and ethical principles in all HR-related decisions and actions. This commitment fosters a positive and harmonious work environment where employees feel respected and valued.

Looking Ahead: Our 2024 Risk Management Goals

In 2024 and beyond, we aim to enhance our risk management efforts by developing a comprehensive framework. This framework will facilitate the identification, assessment, and effective mitigation of risks across the organization. We will also closely monitor the issuance of safe work permits for high-risk activities to ensure proper authorization and adherence to safety protocols. By following this risk management framework, we can identify potential hazards, evaluate risks, and implement preventive measures to minimize incidents, further improving our safety and compliance record.



Digital Transformation

IT Department Goals & Achievements

Environmental Impact:

Saved 570 kg of CO₂, equivalent to 135,000 A4 sheets.

EmiSign: Saved 2000 man-hours in three months for the Customer Service department.

EmiQueue: Saved 1000 man-hours in two months by managing customer queues and integrating with ERP for paperless token generation.

Social Initiatives:

Customer Experience: Enhanced customer interactions with EmiSign, EmiQueue, and EmiVcar applications.

Man-Hours Saved: Total of 2,938 man-hours saved, improving work-life balance.

Brand Visibility: In-house applications promoted Emicool's brand and improved customer satisfaction.

Governance Enhancements: ERP Fusion Phase 1: Streamlined financial, procurement, and asset management processes for compliance and transparency.

IT Policies and SOPs: Established guidelines for operations and data management, enhancing security and mitigating risks.

Cybersecurity: Achieved a 3.5/5 score, demonstrating commitment to digital asset protection and risk management.



Challenges Overcome

Data Collection: Addressed compliance issues with user-friendly online forms and customer portal updates.

SLA Adherence: Developed in-house applications to improve operational efficiency and vendor compliance.

Sustainability Efforts:

Paperless Environment: Eliminated paper use for contracts, invoices, and reports, reducing over 5,700 kg of CO₂ emissions.

Security Measures: Conducted regular VAPT and implemented SEIM for real-time security monitoring, ensuring robust protection.

Future Initiatives:

Environmental Goals (2024 and Beyond):

- Continue CO₂ reduction and eco-friendly practices.
- Optimize energy consumption and waste minimization.
- Select ISO-compliant, sustainable vendors.

Social Goals

- Implement Phase 2 of ERP (OUCCS) to enhance customer billing processes.
- Launch Emicool customer portal and mobile app for improved customer transparency and engagement.

Governance Goals

- Migrate to Cloud infrastructure for better governance.
- Implement cybersecurity enhancements based on the 2023 maturity report.
- Deploy a mobile app for asset maintenance and align operations with RSB regulations.
- These initiatives collectively aim to foster a sustainable, efficient, and secure operational environment at Emicool.



Service and Technology Innovation

Key Achievements in Environment, Social, and Governance

The Infrastructure Data Control department achieved significant milestones in 2023, particularly in the implementation of new technologies such as the Smart Shut-Off Valve (EMIVALVE). This innovative solution revolutionized the manual process of connecting and disconnecting cooling services, transitioning to automated processes through centralized software. Currently, this technology has been successfully installed in approximately 31% of Emicool’s projects, with plans for full implementation in all future and existing projects. The remote shut-off function offers numerous benefits, including improved energy efficiency, benefiting society, utility companies, and consumers.

Additionally, Infrastructure Data Control implemented various measures with direct impacts on environmental, social, and governance (ESG) benefits:

Environment

New smart valves (9,246) were installed impacting scope 1 carbon emissions by reducing logistical work in the technical team as well as enhanced customer satisfaction through real time monitoring and control.

Re-utilizing functional parts of dismantled equipment and BTU meters to minimize waste.

Replacement of ICE cars with 2 electric vehicles (EV’s) to reduce emissions.

Enhancing environmental knowledge and awareness among teams, ensuring compliance with policies and legislation related to environmental sustainability and waste management.

Social

Introduction of the Smart Meter Management system (EMMSYS) for automatic detection of faulty actuators, improving service reliability and minimizing expenses for consumers.

Utilization of smart systems to enhance customer satisfaction through quicker service and streamlined processes. Continuous improvement initiatives focusing on service excellence and customer standards.

Governance

Development and implementation of quality assurance control processes to ensure compliance with ISO standards and specifications, with continual review and improvement.

Establishment of quality control measures and procedures to maintain compliance with standards and benchmarks.

Challenges and Initiatives

Implementation of new ERP Software: The department is adapting to digital transformation by implementing new ERP software to enhance efficiency and productivity, mitigate economic impacts, and upskill employees to foster adaptability and talent retention.

Key Initiatives for Sustainability KPI Data Trend: The key initiatives for 2023 include agility and adaptability to respond to changing business environments, regulatory compliance, environmental sustainability focusing on climate change and decarbonization, addressing diversity and social inequalities, and offering products or services that fulfill societal needs while reducing greenhouse gas emissions.

Planned Key Initiatives for ESG Enhancement:
 Environment: Implementing green initiatives, reducing greenhouse gas emissions, and promoting climate change mitigation efforts
 Social: Enhancing customer, employee, and community engagement while addressing social inequalities.

Governance: Ensuring regulatory compliance, enhancing system enhancements, achieving ISO compliance, and ensuring stakeholder compliance.



Supply Chain Management GRI 308

Promoting Sustainable Practices and Ethical Business Operations Emicool is committed to advancing sustainability by fostering a responsible supply chain. Recognizing that they can't directly control every aspect of the supply chain, Emicool conducts thorough due diligence to ensure that all vendors adhere to best practices. Emicool's efforts are in line with the UAE Vision to support the local economy.

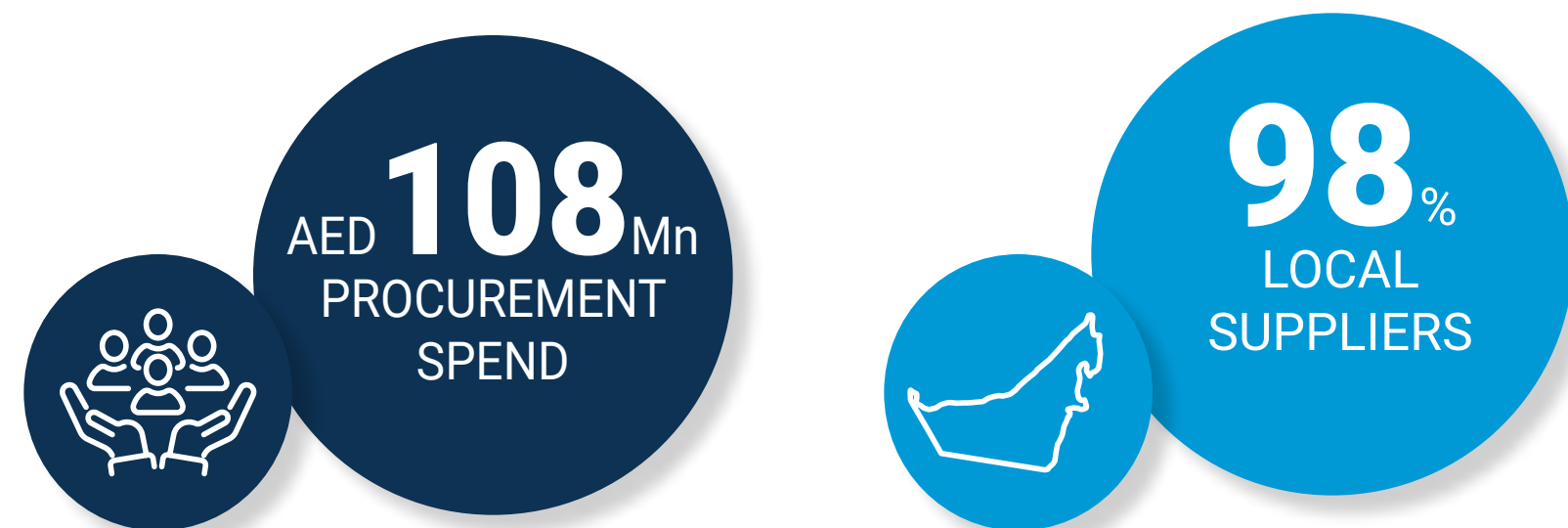
KPI	Units	2021	2022	2023
Total number of suppliers engaged	#	288	287	284
Total number of local suppliers engaged	#	264	273	276
Procurement spending on local suppliers (AED Million)	Million	123.8	111.4	108.55
Percentage of procurement spending on local suppliers	%	91%	97%	93%
Total procurement spending (AED Million)	Million	136.04	115.3	116.4

Building a Resilient Supply Chain for Sustainability Emicool has developed a strong supply chain network with deep knowledge of the local market. By carefully assessing vendors' strengths, their willingness to offer favorable payment terms, and their ability to maintain inventory levels over time, Emicool negotiates agreements with key vendors. This strategic partnership guarantees a steady and dependable supply of materials, contributing to the sustainability of the supply chain.

Key Achievements in 2023

Implementation of a new supplier (Procurement Portal) by Oracle software systems designed to process, Purchase Orders and be operated by the vendor who manage and update their profiles with valid certification.

Staff training on the new Oracle system to complete a Certified Supplier Officer (CSO) course. Managing the tender process of procuring 2 new electrical vehicles for Emicool's EV transport fleet with a total investment of AED255,864/-.



Initiatives Implemented to Overcome Challenges in 2023

Being available to support and guide vendors on our new Oracle Procurement Portal. Helping them navigate the site to upload relevant documentation.

Encouraging vendors to optimize their deliveries to reduce emissions by consolidating shipments to the same or nearby destinations whenever feasible.

Urging suppliers to commit to a code of conduct, via the central procurement (CP) system. A new feature now captures the suppliers code of conduct declaration on the Oracle ERP system.

Initiatives planned for 2024

Environment

Rethinking buying goods from abroad, as overseas orders can harm the environment by causing higher greenhouse gas emissions from long distance shipping. Importing goods from overseas can raise the risk of introducing non-native species, potentially leading to environmental damage over time. Cutting down paper and stationery usage by promoting digital files and online application forms instead.

Social - Customer, Employees, Community

Collaborating with local SME vendors to uphold our locally sourced procurement rate at 98% whilst maintaining high quality, price and delivery timings.

Governance

We are enhancing our new ERP System to ensure ISO compliance and stakeholder adherence, future-proofing its capabilities. Central Procurement identified vendors' non-commitment to a code of conduct, prompting the development of a mechanism within the Oracle ERP system to capture signed supplier declarations of our code of conduct.

Our Impact

Emicool's commitment to sustainability extends beyond district cooling services. While district cooling is more eco-friendly than conventional air-conditioning, we strive to minimize our environmental footprint across all operations. We continuously explore innovative technologies and initiatives to achieve this goal.

OUR IMPACT

Emicool's cooling services offer a sustainable advantage, as district cooling proves to be a more environmentally friendly approach to cooling communities compared to conventional air-conditioning. However, our commitment to environmental stewardship extends to all aspects of our operations. We actively explore innovative technologies and initiatives that allow us to further minimize our environmental footprint across the company.





**300 kWp
Solar Capacity
at Emicool office
HQ**

**Building Facade
polycrystalline
photo-voltic panels**

300 kWp
SOLAR
INSTALLATION
DCP-1



Energy Management

Emicool's Energy Section plays a crucial role in managing energy aspects within the company, aligning with our commitment to sustainable development.

Key Achievements in 2023 Environmental Initiatives

Energy Efficiency Retrofit

The section secured energy efficiency retrofit projects for DCP-1,3,7, and 13, and DCP 17, while implementations were completed for Plants 4,5,6,8 and 11 during the reporting period. Plant 7's retrofit was completed and commissioned in Q2 of 2023.

Solar Energy Integration

The installation of a 300 KW solar project at DCP 1 and the Head Office, to increase renewable energy integration. Initiating and working on the extension of solar penetration across all plants with a capacity exceeding 1.8 MWp: this initiative supports renewable energy integration KPI (implementation is expected to be done by Q4 2024)

Energy Management System Implementation of Energy Management Information System (EmiView): this initiative supports reduction in Energy Consumption intensity KPI through digital platform.

Green Materials usage

The new store in DCP 4 was created using green cement, as per (Circular No. 225) of Dubai Municipality guideline.

The Steel structure of the building is made using recyclable materials including a bolted system so that it can be dismantled in the future. To reduce HVAC energy, the retaining walls use sandwich panels with core installation. The building has Security Systems Compliant (SSCC) compliant with DCL & DCD

Adiabatic Cooling systems

Implementation of adiabatic cooling systems at Al Warqa and 'The Terraces' air-cooled plants (Plant 20): this initiative supports reduction of Direct consumption to RTH production and Energy consumption intensity.

Social Initiatives

Technical Workshops for Engineers:

The section organized a series of energy-related workshops aimed at familiarizing engineers with the new EMIS (EmiView) system. A technical workshop was conducted for plant operators and engineers focusing on the Desigo System (BMS, Building Automation System), particularly relevance to ESP projects (Energy service provider).

Energy Management *continued*

Corporate Energy Awareness Program

Emicool's Energy section initiated a corporate energy awareness program to facilitate internal communication and educate stakeholders on ways to contribute to the community and environment through energy-conscious practices.

Governance and Compliance

We prioritize regulatory compliance, by maintaining ISO certifications, and engaging with stakeholders regularly. These efforts align with our sustainability objectives, which demonstrate our commitment to environmental stewardship and transparency.

Regulatory Compliance

Emicool is prioritizing its efforts to adhere to environmental and sustainability regulations set by local authorities and relevant governing bodies. This approach ensures that Emicool's practices align with the broader national and international sustainability objectives. Energy team's planned initiatives mentioned above already plays a significant role in ensuring regulatory compliance.

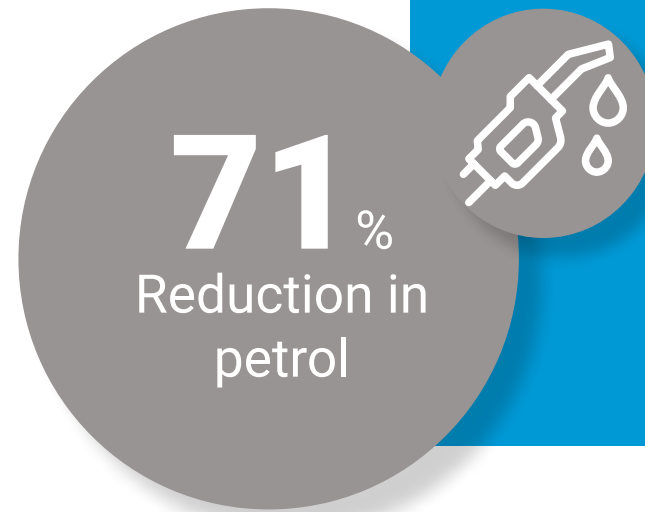


ISO Compliance

Emicool aims to obtain or maintain relevant ISO certifications related to environmental management and sustainable practices. These certifications serve as a testament to Emicool's commitment to adhering to international standards in environmental stewardship.

Initiatives

Maintaining and follow-up on ISO-50001 for DCP1 and offices, For 2024 and beyond we have a longer term plan to achieve ISO-50001 certified for all EMICOOOL Plants.



Stakeholder Compliance

As part of Emicool's compliance commitment, a monthly executive management meeting will be held with board members to share various aspects related to energy performance, energy projects progress and any initiative that intends to support the company's sustainability goals.

KPI Direct Energy Consumption	Unit	2021	2022	2023
Petrol consumption from operations and vehicles	L	84,114.40	71,839.47	20,539.17
Diesel consumption from operations and vehicles	L	2,943,343	0.00	5,910
Total direct energy consumption	GJ	110,470	0.00	702.44
Electricity consumption (office, storage, facilities, etc.)	kWh	377,893,495	395,334,188	406,345,507
Renewable energy consumption (office, storage, facilities, etc.)	kWh	568,254	555,288	778,974
Total indirect energy consumption	GJ	1360417	1423203	1462844
Total direct and indirect energy consumption	GJ	1,470,887	1,423,203	1,463,546
Total Energy Consumption (direct + indirect)	GJ/ RTH produced	0.0034	0.0032	0.0031

In 2024, Emicool's Head Office is on track to achieve net zero energy consumption, with Solar PV production currently meeting 99% of the office's energy needs, marking significant progress towards sustainability goals.

Energy Management *continued*

Green House Gases - GHG GRI (302, 305)

Emicool is committed to reducing its carbon footprint through district cooling, aligning with its Environmental, Social, and Governance (ESG) framework.

Promoting Electric Mobility

In efforts to lower emissions, Emicool is actively promoting electric vehicles (EVs) within its operations. More than six EVs have been introduced in the Operations & Maintenance (O&M) department, showcasing a proactive approach to reducing carbon emissions. Additionally, investments in EV charging infrastructure further emphasize the company's shift towards low-carbon transportation.

Transitioning to Renewable Energy

To accelerate sustainability efforts, Emicool is gradually transitioning to renewable energy sources for electricity consumption. This supports Sustainable Development Goal 7 on affordable and clean energy. Plans for new solar projects and the implementation of solar systems in multiple locations demonstrate the company's commitment to clean and sustainable energy practices.

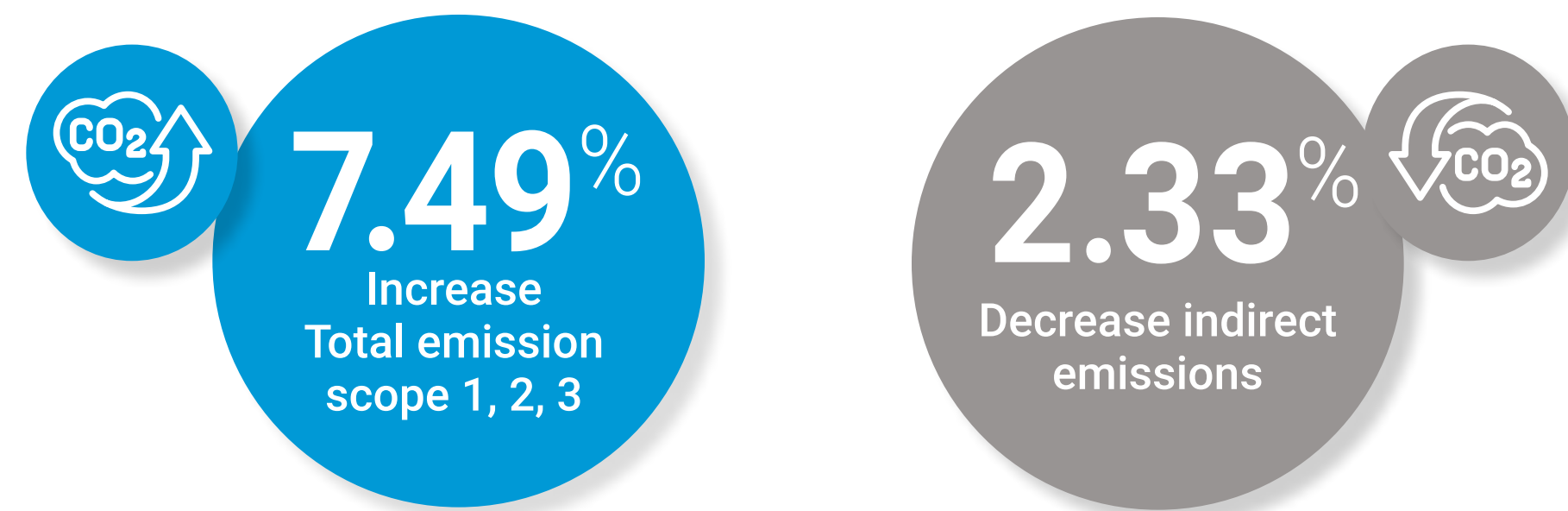
Energy Efficiency Improvements

Emicool is actively involved in improving energy efficiency to reduce GHG emissions. Continuous monitoring of assets and process parameters enhances operational efficiency. Initiatives such as replacing traditional lighting with LED, automating processes, and installing smart thermostats exemplify the company's dedication to sustainable practices and GHG reduction.

EMICOOL is committed to reducing its carbon footprint through district cooling, aligning with its Environmental, Social, and Governance (ESG) framework.

KPI	Unit	2021	2022	2023
Direct GHG emissions (Scope 1)	tonnes of CO ₂ e	8,289	166	4,695
Indirect GHG emissions (Scope 2)	tonnes of CO ₂ e	163,613	171,057	167,072
Indirect GHG emissions (Scope 3)	tonnes of CO ₂ e	1,261	1,315	14,204
Total GHG emissions	tonnes of CO ₂ e	180,933	172,539	185,972
GHG emissions intensity (Scope 1, 2, 3)	kg CO ₂ e/RTH	0.42	0.39	0.38

Emicool conducted an independent third-party GHG inventory accounting exercise for 2023 data, enhancing data collection and inventory analysis for all three scopes according to the GHG protocol.



*Benchmarked against 2022



5,027 tonnes of CO₂e was saved

* for scope 1 GHG emissions inventory, we have incorporated Fugitive emissions from 2023 onwards

Water Management GRI 400, 303

Key Achievements for 2023

Environment

In 2023, the section achieved a significant milestone by enhancing the Emicool water efficiency project. This improvement resulted in a remarkable 43% increase in the penetration of treated sewage effluent (TSE). Not only did this conserve a substantial amount of potable water, but it also promoted the recycling, reduction, and reuse of water, in alignment with the United Nations Sustainable Development Goal of water efficiency.

The project's success in improving the cycle of concentration for both potable and polished water further demonstrated our commitment to environmental sustainability. By reducing potable water use, we also contribute to a reduction in CO₂ emissions and realize cost savings.

Moreover, in 2023, eco-friendly disinfection (chlorination) was implemented in three District Cooling Plants (DCP-3,6 and 14), earning an award for the implementation of the same technology in eight other DCPs in 2024. The Chronoselectro system can produce Ozone, Active Chlorine, and Hydrogen Peroxide from natural salt (NaCl) through electrical reactions without releasing any toxic gases such as chlorine or hydrogen gas. Therefore, the system is safe and environmentally friendly, supporting our company's mission and vision to align with sustainable and green energy practices and reduce chemical consumption on sites.

Social

The Energy section's focus on community and stakeholder engagement, particularly through initiatives aimed at conserving water and reducing the environmental footprint of the district cooling system, has been remarkable. By making more fresh water available for the community and promoting recycling and reuse, Emicool has made a significant contribution to the social pillar of ESG. The project has instilled a sense of responsibility and sustainability within the community, underscoring the importance of conserving resources for future generations.

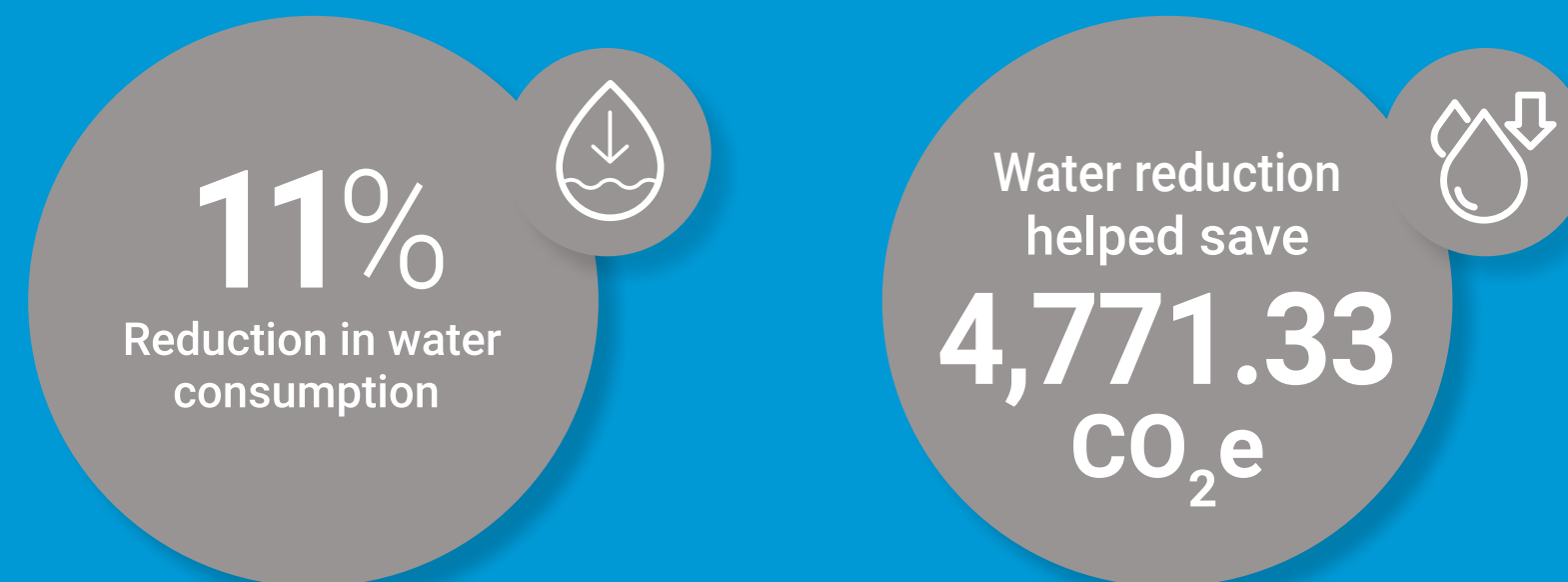


In 2023, the Energy Section's achieved 43% increase in the penetration of treated sewage effluent (TSE)

Governance

From a governance perspective, the project's adherence to regulatory standards and achievement of the ISO 46001 certification for water efficiency management stand out as notable accomplishments. This certification reflects Emicool's commitment to transparency, efficiency, and sustainable development. Through rigorous monitoring, real-time data analysis, and compliance with local and international standards, Emicool has established a benchmark for operational excellence and governance in the industry.

KPI	Unit	2021	2022	2023
Total water consumption	m ³	2,106,068	2,335,286	2,293,967
Water consumption intensity	m ³ / RTH produced	0.0049	0.0071	0.0070
Blowdown and Reject Water	m ³	414,036	730,755	1,139,476
TSE water consumption	m ³	1,516,506	1,170,934	1,640,935
Potable water ratio to cooling towers make up water consumed	%	65%	71%	66%





Waste Management GRI 400, 303 continued

Circularity and Recycling

Emicool is dedicated to promoting circularity* and increasing recycling

KPI	Unit	2021	2022	2023
Renewable materials used	tonnes	-	-	-
Non-renewable materials used	tonnes	-	-	-
Total non-hazardous waste produced	tonnes	30.0	281	275
Total non-hazardous waste reused or recycled	tonnes	10	22	16
Total non-hazardous waste disposed	tonnes	10	-	259
Blowdown and Reject Water	m3	414036	730755	1139476
TSE water consumption	m3	1,516,506	1,170,934	1,640,935

KPI	Unit	2021	2022	2023
Total hazardous waste produced	tonnes	N/A	1.47	3.195
Total hazardous waste reused or recycled	tonnes	1.2	0	1.99
Total hazardous waste disposed	tonnes	1	1.47	1.2
Amount of hazardous waste recycled	tonnes	1	0	0
Percentage of hazardous waste recycled	%	100%	0	62%

KPI	Unit	2021	2022	2023
Recycled Hydrocarbons/Oil	tonnes	0.31	0	1.99
Recycled Mixed Materials (Plastic, paper, Metal etc.)	tonnes	8	22	16
Recycled TDI Tar	tonnes	0	0	0
Recycled Off-spec Wastewater	tonnes	0	0	26,212
Wooden Pellets Re-used	#	30	0	0

Recycling Education

Emicool launched educational campaigns to raise awareness about recycling and proper waste management among employees and customers.

Collaboration

Emicool collaborates with local recycling facilities and waste management companies to process and reuse collected recyclable materials. This collaborative approach strengthens the recycling ecosystem.

*Setting up policies in 2020 and 2021

Recycling Increase

Emicool significantly increased recycling by 12,000 tons during this period.

Circularity and Recycling

Emicool remains committed to promoting circularity and increasing recycling efforts.

* Circularity is a holistic approach to sustainability that seeks to create a closed-loop system where resources are used efficiently, waste is minimized, and environmental impact is reduced.

Waste Management GRI 400, 303 continued

Key Achievements from Environment, Social and Governance

The key achievements for the water network department during 2023 include achieving the target of Chilled Water loss reduction, we achieved 12%, and Delta T improvement (CHW losses reduction target was 7-10% for year 2023, we have successfully achieved a target of 12 %). These achievements have multifaceted implications, particularly notable in environmental and social contexts:

Environmental Aspect

The reduction of water losses presents a pivotal opportunity for environmental impact mitigation. By swiftly addressing water leaks on-site or employing efficient water transfer methods, such as tank systems, we are actively contributing to the elimination of underground contamination. Consequently, this proactive approach results in a tangible reduction in environmental impact.

Social Aspect

Especially regarding customer satisfaction, these accomplishments lead to improved energy efficiency, resulting in higher-quality chilled water delivery to end-users. This enhancement not only ensures better cooling experiences but also helps reduce complaints, promoting positive social outcomes.

Governance Aspect

Reducing CHW losses has considerable governance implications as it directly impacts external stakeholders and regulatory bodies involved. By effectively addressing water losses, we not only uphold our commitment to sustainable resource management but also align with the objectives and regulations set forth by master developers and authoritative bodies such as DEWA and RTA.

Furthermore, by reducing CHW losses, we indirectly support the overarching governance objectives related to resource efficiency, infrastructure resilience, and environmental sustainability. This collaborative approach to governance ensures that our efforts not only benefit our organization but also contribute positively to the broader and the stakeholders involved.

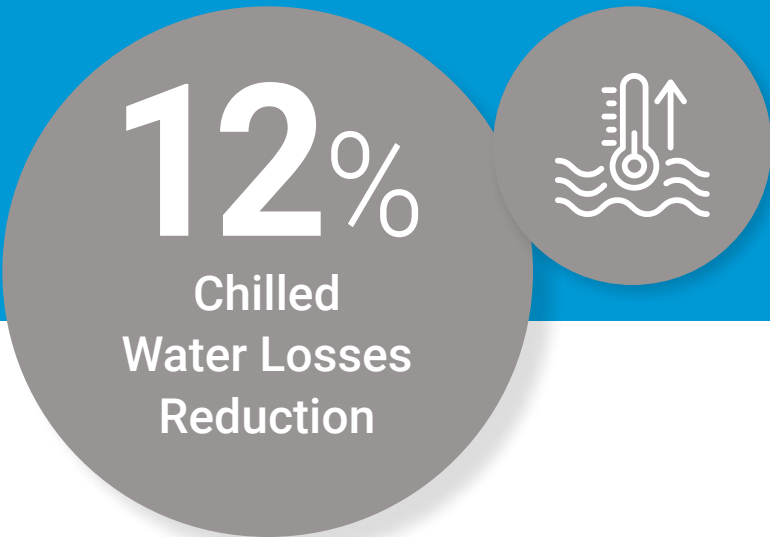
Challenges Met And Overcome

Underground water losses and cooling complaints at peak summer are considered as top challenges. Certain measures are being followed to overcome these challenges. Leak detection systems that were developed in coordination with the control team are being implemented to overcome all underground losses. On the other hand, we have improved the quality of the Chilled water by implementing filtration systems across the plants and ETSS and carried continuous and deep PPM for the Heat exchanger, in which resulted in keeping the customer satisfied with less complains.

Key Initiatives That Support The 2023 Sustainability KPI

Aligned with Emicool’s Mission and vision in supporting sustainability, a strategic initiative has been successfully launched.

1. Water recycling initiative, where Emicool network team started saving the drained Chilled water from pipes into flushed tanks, the collected water is carefully redirected into storage tanks within our plants, where it undergoes appropriate quality check for reuse within the network.
2. Switching to use reusable and washable filter bags for the filtration systems in the plants and ETSS instead of using the disposable one. The washable filter bag can be used up to 7 times compared to the normal disposable bag. Subsequently, the aim is not limited into optimizing resource utilization but minimizing environmental impact and contributing significantly to the sustainability objectives outlined in Emicool mission and vision.



New Initiatives Planned For 2024 and Beyond

Environment

Water recycling initiatives offer substantial benefits in terms of reducing environmental impact. Previously, our standard practice involved draining water through approved drain lines in collaboration with relevant regulatory bodies such as the Dubai Municipality (DM) and Master developers. However, this process necessitated the transportation of water to waste tanks for subsequent treatment by DM, resulting in associated gas emissions.

Furthermore, in certain scenarios, we tend to use gravity pressure to facilitate the drainage process, thereby eliminating the necessity for pumps that typically consume diesel. This innovative approach not only reduces operational costs but also leads to a tangible reduction in CO₂ emissions.

Social – Customer, Employees, Community

This initiative positively impacts our customers, employees, and the community at large by demonstrating our commitment to sustainable practices, enhancing environmental stewardship, and fostering a sense of collective responsibility towards conserving vital resources.

Governance – Regulatory, System Enhancement, ISO compliance, Stakeholder compliance

From a regulatory standpoint, our water recycling efforts align with regulatory frameworks set forth by governing bodies such as Dubai Municipality. Moreover, these initiatives contribute to system enhancement by optimizing resource utilization and minimizing environmental impact. By adhering to ISO compliance standards and ensuring stakeholder compliance, we uphold the highest standards of corporate governance and ethical conduct.



GRI Content Index

Circularity and Recycling

Emicool is dedicated to promoting circularity* and increasing recycling

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
General Disclosures		
	2-1 Organizational details	Emirates District Cooling LLC (Emicool)
	2-2 Entities included in the organization's sustainability reporting	Emicool's headquarters and facilities
	2-3 Reporting period, frequency and contact point	January 1 to December 31, 2023. Annually
	2-4 Restatements of information	No data has been restated
	2-5 External assurance	No external assurance
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships	10
	2-7 Employees	25
	2-8 Workers who are not employees	25
	2-9 Governance structure and composition	9
	2-22 Statement on sustainable development strategy	15
	2-26 Mechanisms for seeking advice and raising concerns	40
	2-27 Compliance with laws and regulations	40
	2-28 Membership associations	15
	2-29 Approach to stakeholder engagement	22
	2-30 Collective bargaining agreements	Illegal in the UAE.

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
General Disclosures		
GRI 3: Material Topics 2021	3-3 Management of material topics	29-30
GRI 401: Employment 2021	401-1 New employee hires and employee turnover	29-30
	401-3 Parental leave	31
	405-Diversity and Equal Opportunity	30-36
	419- Social economic compliance . Labour practice, human rights, community impacts	45
Occupational health and safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	27
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	27
	403-5 Worker training on occupational health and safety	28
	403-9 Work-related injuries	27
	403-10 Work-related ill health	27
Training and education		
GRI 3: Material Topics 2021	3-3 Management of material topics	30
GRI 404: Training and Education 2021	404-1 Average hours of training per year per employee	30
	404-2 Programs for upgrading employee skills and transition assistance programs	30



GRI Content Index *continued*

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
Training and education			General Disclosures		
GRI 3: Material Topics 2021	3-3 Management of material topics	00		2-26 Mechanisms for seeking advice and raising concerns	40
Local communities			GRI 2: General Disclosures 2021	2-27 Compliance with laws and regulations	40
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 34, 43, 54		2-28 Membership associations	15
Supplier social assessment				2-29 Approach to stakeholder engagement	22
GRI 3: Material Topics 2021	3-3 Management of material topics	46		2-30 Collective bargaining agreements	Not permitted in the UAE.
General Disclosures			Material topics		
	2-1 Organizational details	Emirates District Cooling LLC (Emicool)	GRI 3: Material Topics 2021	3-1 Process to determine material topics	23
	2-2 Entities included in the organization's sustainability reporting	Emicool's headquarters and facilities		3-2 List of material topics	23
	2-3 Reporting period, frequency and contact point	January 1 to December 31, 2023. Annually	Economic performance		
	2-4 Restatements of information	No data has been restated	GRI 3: Material Topics 2021	3-3 Management of material topics	38
GRI 2: General Disclosures 2021	2-5 External assurance	No external assurance	GRI 201: Economic Performance 2021	201-1 Direct economic value generated and distributed	38
	2-6 Activities, value chain and other business relationships	10	Procurement practices		
	2-7 Employees	25	GRI 3: Material Topics 2021	3-3 Management of material topics	45
	2-8 Workers who are not employees	25		308- Supplier Environmental Assessment.	49
	2-9 Governance structure and composition	9			
	2-22 Statement on sustainable development strategy	15			



GRI Content Index *continued*

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
Procurement practices		
GRI 204: Procurement Practices 2021	204-1 Proportion of spending on local suppliers	45
Anti-corruption		
GRI 2: Material Topics 2021	205- Anti-corruption practices and reporting	40
GRI 3: Material Topics 2021	3-3 Management of material topics	40
Energy		
GRI 3: Material Topics 2021	3-3 Management of material topics	47
GRI 302: Energy 2016	302-1 Energy consumption within the organization	48
	302-4 Reduction of energy consumption	48
Water and effluents		
GRI 3: Material Topics 2021	3-3 Management of material topics	51
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	52
	303-5 Water consumption	54-56
Biodiversity	304- Biodiversity	30
Emissions		
GRI 3: Material Topics 2021	3-3 Management of material topics	50

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
Emissions		
GRI 305: Emissions 2021	305-1 Direct (Scope 1) GHG emissions	50
	305-2 Energy indirect (Scope 2) GHG emissions	50
	305-3 Other indirect (Scope 3) GHG emissions	50
	305-4 GHG emissions intensity	50
Waste		
GRI 3: Material Topics 2021	3-3 Management of material topics	53
	306-3 Waste generated	43
	306-4 Waste diverted from disposal	43
	306-5 Waste directed to disposal	43
Employment		
GRI 3: Material Topics 2021	3-3 Management of material topics	29-30
GRI 401: Employment 2021	401-1 New employee hires and employee turnover	29-30
	401-3 Parental leave	31
	405-Diversity and Equal Opportunity	29-36
	419- Social economic compliance . Labour practice, human rights, community impacts	45



GRI Content Index *continued*

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
Occupational health and safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	27
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	27
	403-5 Worker training on occupational health and safety	28
	403-9 Work-related injuries	27
	403-10 Work-related ill health	27
Training and education		
GRI 3: Material Topics 2021	3-3 Management of material topics	30
GRI 404: Training and Education 2021	404-1 Average hours of training per year per employee	30
	404-2 Programs for upgrading employee skills and transition assistance programs	30
GRI 3: Material Topics 2021	3-3 Management of material topics	31
Local communities		
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 34, 43, 54
Supplier social assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	46

Feedback

Our aim is to enhance our reporting year by year. We appreciate your feedback on our progress and aspirations. Please don't hesitate to get in touch through the following channels:

Email:

Sustainability@emicool.com

Corporate Communications:

Hanisha@Emicool.com

Phone: +971 4 885 2454

Social Media:

Facebook: [Facebook.com/EmicoolUAE](https://www.facebook.com/EmicoolUAE)

Instagram: [Instagram.com/emicooluae](https://www.instagram.com/emicooluae)

LinkedIn: [LinkedIn.com/company/emicool-ltc](https://www.linkedin.com/company/emicool-ltc)

Address: Dubai Investment Park 1, Jebel Ali, PO Box 9152, Dubai, UAE

Feel free to contact us through your preferred method, and we value your input.

Thank you for your engagement in our sustainability journey.
Download link to the GRI 2024 Standards:



<https://www.globalreporting.org/how-to-use-the-gri-standards/gri-standards-english-language/>

