



مركز دبي التجاري العالمي
DUBAI WORLD TRADE CENTRE

ESG Report 2023



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INTRODUCTION

Sustainability at DWTC

At DWTC, we recognise that as the world changes, our commitments must evolve at an equal pace. Sustainability matters deeply—not only to our planet but also to our people, our stakeholders, and our community. That is why we have developed a comprehensive sustainability strategy, underpinned by clear commitments to creating more sustainable pathways within our industry. Guided by our core values of transparency, excellence, innovation, and teamwork, we are united in our collective ambition to drive meaningful change as we work together towards a greener world.

A Message from our Director General



We believe that a sustainable business model not only protects our planet but also creates lasting value for our stakeholders and partners.”

His Excellency
Helal Al Marri

Director General - DWTC



It is with great pride that we present our Annual ESG Report, showcasing Dubai World Trade Centre's (DWTC) unwavering commitment to Environmental, Social, and Governance (ESG) principles. This report not only highlights the progress we have made over the past year, but also benchmarks our advancements against our long-term sustainability goals. It serves as a testament to how our Sustainability Strategy is deeply integrated into every aspect of our business planning and operations.

At the heart of our Sustainability Strategy are three core pillars that guide our objectives: Aligning with government visions and strategies, setting the sustainability benchmark for the Meetings, Incentives, Conferences, and Exhibitions (MICE) industry, and meeting public expectations for environmental stewardship. These pillars drive our initiatives to reduce energy consumption, conserve vital resources, and minimise waste

across all DWTC operations. Our strategy is further shaped by alignment with the Dubai Government's commitment to the UN Sustainable Development Goals (UNSDGs), the UAE's Net Zero 2050 Strategy, the Dubai 2040 Urban Master Plan, and the Dubai Clean Energy Strategy 2050. Together, these frameworks inspire our journey toward a greener, more sustainable future.

We recognise that true sustainability lies in balancing economic growth, social inclusion, and environmental responsibility. This philosophy underpins all our efforts to achieve a greener future. A sustainable business model, in our view, not only safeguards the planet but also generates lasting value for stakeholders and partners. It is with this vision that we launched Sustainability Dialogues in June. Sustainability Dialogues was conceived as a platform to foster meaningful conversations about building a sustainable future for the MICE industry. By bringing together

industry leaders and stakeholders, this initiative facilitates the exchange of ideas, best practices, and collaborative action to address critical ESG challenges. The inaugural session featured presentations by Dubai's Department of Economy and Tourism (DET) on sustainable tourism initiatives, showcased DXB LIVE's advancements in eco-friendly exhibition stands, and highlighted the industry's transition from single-use disposable stands to sustainable designs.

This Annual ESG Report reflects not just our progress but also our steadfast dedication to a more sustainable future. We invite you to join us in our continued efforts to create lasting impact—both for our planet and for future generations. Together, we can build a world that balances innovation with responsibility, ensuring a better tomorrow for all.

Thank you for being part of this important journey.

2023 Business Highlights

بوابة المعارض
EXHIBITION GATE

2.47 million
visitors welcomed



33 new events
added to the calendar,
drawing in almost
95,000 participants



500+
local and international events
supported by DXB LIVE, DWTC's
experiential agency.



301 exhibitions
and events
hosted, marking a



23 % increase
year-on-year

42 % growth in
attendees



achieved by DWTC's flagship
exhibitions, including GITEX Global
and Gulfood, accounting for one-third
of all MICE attendees

601 new licences
issued



in DWTC's Free Zone, with
commercial real estate developments
nearing full occupancy

Nearly
54,000



companies participated
in exhibitions, with
78 % representing
international entities

KAOÙN
INTERNATIONAL



expanded its global footprint,
organising overseas events
such as the inaugural GITEX Africa
and Saudi Food Show

AED 18.3 billion in total
economic output
generated across
76 large-scale events, with



58 % retained within
the local economy

About The Report

Dubai World Trade Centre's (DWTC) ESG report is designed to provide a comprehensive overview of our sustainability journey and future ambitions.

This report adheres to the Global Reporting Initiative (GRI) 2021 standards and aligns with the United Nations Sustainable Development Goals (UNSDGs), the UAE Sustainability Agenda, Green Globe, and the Event Industry Council (EIC) Sustainable Events Standard.

Our goal is to offer stakeholders transparent and engaging insights into our sustainability efforts, highlighting our achievements, addressing our challenges, and outlining our future strategies. At DWTC, we prioritise transparency, stakeholder engagement, and collaboration in our pursuit of sustainable event management.

The report includes sustainability information and insights across DWTC's operations, covering the period from 1 January to 31 December 2023.

Disclaimer

An internal data review was conducted to validate the information presented in this sustainability report. This review was led by an independent internal team and involved close engagement with data owners across DWTC's departments. The process included verifying data collection methodologies, examining supporting documentation, and reviewing data disaggregation where relevant. Based on this assessment, the disclosed data has been found to be accurate, consistent, and a reliable representation of DWTC's ESG performance across its identified material topics. Any forward-looking statements are inherently subject to uncertainties and risks beyond DWTC's control, and actual results or outcomes may differ materially from those expressed or implied.

◆ Contact

Your feedback matters to us. Help us improve our sustainability efforts by sending your comments to askesg@dwtc.com.

Who We Are

A global business facilitator since 1979, DWTC is home to the region's leading purpose-built convention and exhibition centres. DWTC provides a platform for connecting people, products, innovation and ideas from around the world through a dynamic calendar of international trade exhibitions and its own roster of sector-leading mega events. As a designated free zone, complemented by award-winning commercial real estate, DWTC plays an integral role in Dubai and the region's growth story with an estimated total economic output of AED 248 billion, attracting over 38 million business visitors to Dubai over the past four decades.



Vision

To make Dubai the world's leading destination for all major exhibitions, conferences, and events.



Mission

Our mission is to deliver 'Destination Dubai' for the region by providing a world-class business networking platform with integrated end-to-end services. We do this by continually innovating and creating an unparalleled calendar of events, providing state-of-the-art real estate solutions within a sophisticated and dynamic business environment, and inspiring our employees with progressive and rewarding career opportunities.

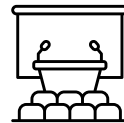


Values

TRANSPARENCY | EXCELLENCE | INNOVATION | TEAMWORK

Who We Are cont.

Our core portfolio operations



Venue Services Management

Oversees the leasing, operations, and management of DWTC’s portfolio of world-class venues. Also manages flagship brands including Hospitality by DWTC, Weddings by DWTC, Event Plus and Emirates Palace Catering.



Event Management

Delivers a dynamic calendar of industry-leading events spanning key sectors such as technology, healthcare, and food & beverage.



DXB LIVE

The experiential agency and events arm of DWTC, providing end-to-end solutions across event management, exhibition stand design and build, production, and digital experiences.



Real Estate & Asset Manadement

Acts as a catalyst for entrepreneurs and start-ups, cultivating a vibrant ecosystem that supports Dubai’s long-term growth and innovation.



Free Zone

Through the DWTC Authority, the Free Zone provides a future-ready environment for established businesses, start-ups, and entrepreneurs — reinforcing DWTC’s commitment to driving sectoral growth.



GITEX Global 2023

A platform for growth and connections

Dubai World Trade Centre serves as a key driver of Dubai’s dynamic economy, by hosting global green events such as GITEX Impact, COP28, and Gulfood Green 2024 while advancements in business events, hospitality, and real estate. As a central hub and free zone, we connect the global business community with the UAE’s local hubs, offering tailored services and solutions that lead to meaningful connections. Our commitment to fostering growth and innovation draws entrepreneurs and visionaries from around the world, where bold ideas are born and scaled. By hosting high-profile international events, we enhance business tourism, opening doors to valuable networking and investment opportunities. Our aim is to create vibrant experiences that support global business engagements and inspire a future of endless possibilities.

DWTC’s key roles



Boosting Dubai’s economy



Connecting business communities



Fostering growth



Inspiring innovation



Driving business tourism

13 Years of Sustainability Milestones

2023

2022

2021

2020

2019

2018

2017

2016

2015

2010

Obtained first LEED certification for DEC (Silver).

Used biofuels in on-site vehicles through a partnership with Neutral Fuels.

Achieved first LEED certifications for Expo Village (Gold & Silver).

Achieved Green Globe certification

Installed first solar panels at DWTC.

Constructed a reverse osmosis plant to recycle greywater.

Partnered with UAE Food Bank for food donations.

Launched 'No Plastic Bottles' campaign to make DWTC a plastic bottle-free venue.

Reduced paper use by 67% across internal departments.

Transitioned to eco-friendly chemicals.

Developed a customised carbon emissions calculator.

Partnered with Waste Lab to divert food waste from landfill through composting.

Developed formal guidelines for hiring People of Determination (PoD).

Earned first LEED certification for One Central (Gold).

Collaborated with BEEAH for general waste recycling.

Introduced small electric trucks for on-site transport.

Established TAMAIYUZ, a reward and recognition programme for employees.

Launched UAE Management Trainee Programme – Lami3.

Partnered with Emirates Environmental Group (EEG) for annual recycling and reforestation projects.

DWTC's Sustainability Strategy

We are setting new standards in sustainability to make a meaningful impact. Our vision is to drive the MICE industry towards a sustainable tomorrow by embracing responsible practices that enhance operational efficiency and benefit our customers, communities, and the planet.

As a global hub, DWTC brings together individuals from around the world to partake in events that champion innovation and forward-thinking. We deeply value the social connections and cultural exchanges made through our events, recognising their profound significance. Our dedication to sustainability ensures that these unique experiences are preserved while we strive to host events that are both socially impactful and environmentally responsible.

This commitment was especially evident in 2023 when we proudly hosted the United Nations Conference of the Parties (COP28) Blue Zone at Dubai Exhibition Centre (DEC) in Expo City. Hosting this landmark conference for the UAE highlighted the importance of our sustainability efforts and reinforced our role as a regional leader in the MICE sector.

Our core sustainability principles

At DWTC we catalyse the diverse strengths and talents of our team to deliver exceptional event experiences, supported by environmentally sustainable practices, socially responsible initiatives, and strong governance. We continuously uphold the highest standards of service and execution, ensuring every event demonstrates our commitment to sustainability.



Uniting for Sustainable Impact

To minimise our environmental footprint and adopt sustainable practices across all aspects of our events and asset management.



Prosperity for People and Culture

To create positive societal impact, promote growth and wellness, and serve as a platform to unite people through our business activities.



Unlocking Long-term Value

To contribute to the economic prosperity of the UAE while upholding the highest standards of business ethics and embedding sustainability at the core of our decision-making.

Maitha Alkaabi

Senior Manager - Food Hygiene & Safety
Venue Operations Department



Our commitments towards a sustainable future

Guided by our sustainability pillars and a unified vision for a sustainable business and venue, we have established seven key commitments within the ESG scope that drive our decision-making:



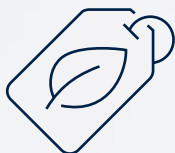
Emissions reduction

We aim to reduce our carbon footprint by implementing practices such as energy efficiency, renewable energy, cleaner transportation, responsible food sourcing, and effective waste management.



Resource preservation

We aim to preserve resources by minimising our energy and water consumption and efficiently managing our waste with a focus on reducing single-use plastics and food waste.



Sustainable procurement

We strive to source our products and services both sustainably and locally, prioritising suppliers who adhere to ethical and environmentally friendly practices.



Customer experience

We are continuously enhancing our customer experience by implementing measures to improve service quality and satisfaction.



Employee well-being

We are dedicated to upholding ethical labour practices, promoting a healthy work-life balance, and providing opportunities for professional development.



Community welfare

We actively engage with local communities, supporting economic growth and social development initiatives that create a positive and lasting impact.



Transparency in governance

We maintain high levels of integrity, ensuring transparent decision-making processes, and practising responsible corporate governance.

Alignment with National and Global Agendas

Our sustainability strategy is designed in close harmony with a variety of global, regional, and national sustainability frameworks, setting a benchmark for others in the industry. Internationally, our approach mirrors the UNSDG ambitions, integrating practical measures throughout our operations to contribute significantly to the global objectives. Our environmental initiatives align with the Greenhouse Gas Protocol and the Intergovernmental Panel on Climate Change (IPCC) guidelines, enabling us to effectively quantify, monitor, and reduce greenhouse gas emissions.

As a leading player in the global MICE industry, we are wholeheartedly dedicated to pioneering sustainability, by ensuring our actions align with the foremost industry frameworks. We adhere to the criteria set by the Events Industry Council (EIC), the global representative of the events sector, incorporating their principles to elevate our sustainable business practices. The EIC's guidelines, which focus on energy conservation, waste reduction, responsible sourcing, and social inclusiveness, shape our daily operations and guide our strategic planning.

We comply with the standards for Green Globe certification, a global sustainability system based on internationally recognised criteria for the sustainable operation and management of travel and tourism enterprises. Green Globe's comprehensive criteria of encompassing sustainability management, social and economic considerations, cultural heritage, and environmental issues are integrated into our operational procedures and practices.

Honouring our nation's vision

We take pride in contributing to our nation's sustainability goals by aligning our practices with the UAE Green Agenda 2030, aiding the development of a diversified, green economy. In accordance with the UAE's Vision 2031, we are advancing towards a more sustainable environment and infrastructure, building a competitive economy while maintaining a cohesive society and a strong sense of identity. We also support the UAE Net Zero strategy, endorsing the national ambition to achieve net zero emissions by 2050.

Global agenda:



Local agenda:



UAE Green Agenda 2030

UAE Vision 2031

UAE Net Zero Strategy

Alignment with **National and Global Agendas** *cont.*

Our Certifications

Our sustainability-related awards and certifications demonstrate our sustainable commitments and operational excellence.

◆ LEED Gold Certified
12 Certifications 2023

◆ LEED Silver Certified
9 Certifications 2023

◆ Green Globe Standard 1.8 Certified
Sustainable Travel & Tourism 2019, 2021-2023

◆ ISO 41001
Facilities Management 2023-2026

◆ ISO 14001
Environmental Management Systems 2018-2024

◆ ISO 45001
Occupational Health & Safety Systems 2018-2024

◆ ISO 9001
Quality Management Systems 2021-2024

◆ ISO 22000
Food Safety Management Systems 2021-2024

◆ ISO 22301
Business Continuity 2023

◆ CSR Label
by Dubai Chamber of Commerce 2021, 2022

◆ UAE Food Bank Award
Recognition of substantial food donations 2023



Snapshot of Our 2023 Sustainability Performance

Environment



Developed a customised
Carbon Emission Calculator

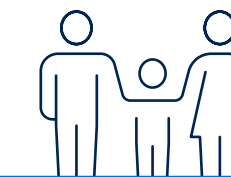
46.3 Tonnes of food waste diverted
from landfill through composting

Equivalent to **34%** of total waste
diverted from landfill

11% increase in renewable energy
consumption

12.5% increase in
on-site waste segregation

Social



22% increase
in female employees

Upgraded hiring policy
and venue accessibility

Zero high-consequence work-related
injuries or illnesses recorded

Donated 22,500 kg
of untouched food

690 staff members were provided
access to eLearning Platform

Governance



Established **ESG**
Governance Structure

Instituted
ESG Policy

Developed **Sustainable Procurement**
Policy and Supplier Evaluation Procedure

21 policies available to employees on The
Hub related to cybersecurity

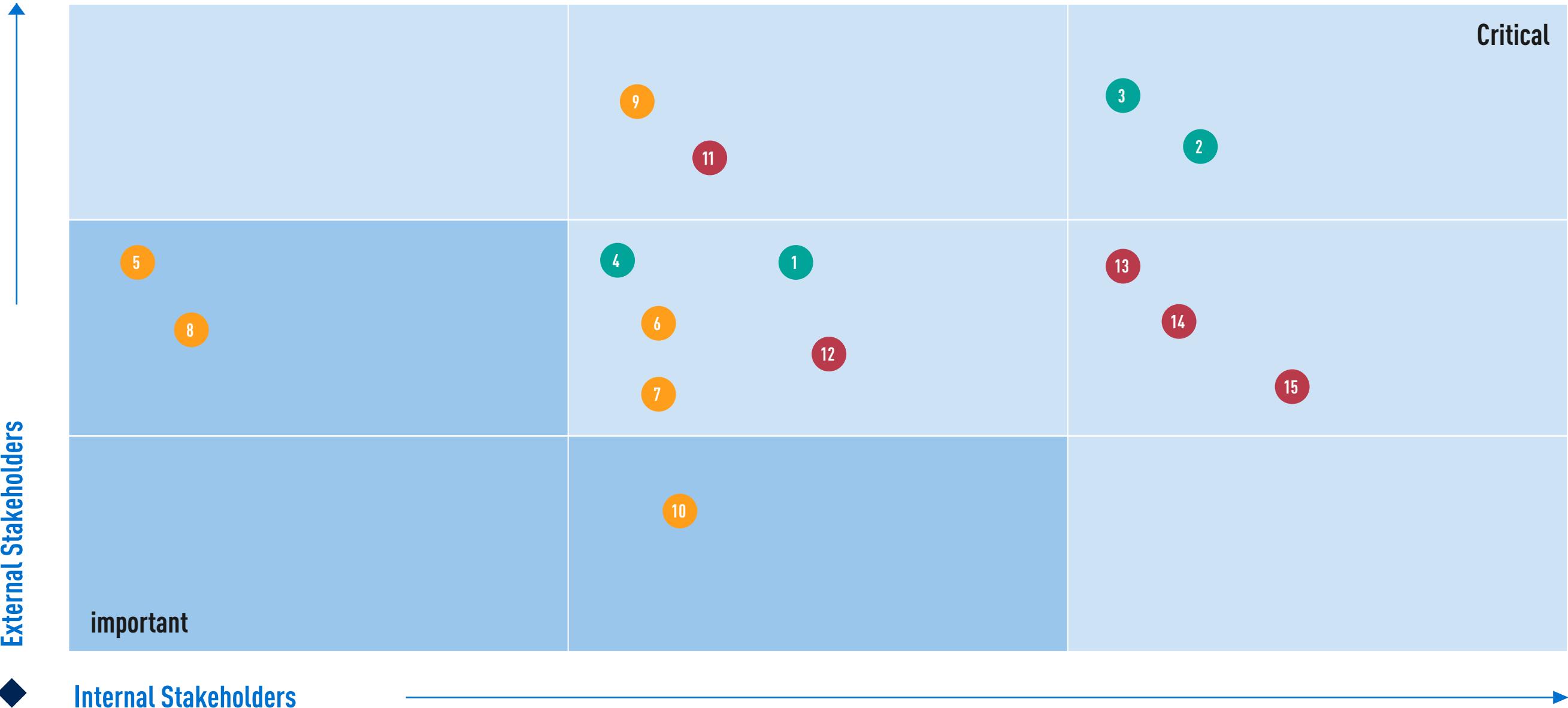
DWTC's operation resulted in an **AED 18.3 Bn**
total economic output

Materiality Assessment: ESG Topics

As part of our commitment to becoming more sustainable, we have undertaken our first materiality assessment to pinpoint the key focus areas for our Sustainability Strategy.

We initiated this process with a comprehensive benchmarking exercise to identify leading best practices among our peers and within international frameworks. The approach was followed by an internal stakeholder engagement workshop and a survey distributed among our top management. Through this process, we successfully shortlisted 15 topics in alignment with both the GRI standards and UNSDGs.

These topics were methodically ranked based on their significance to our internal stakeholders and their relevance within the benchmarking context. The findings are presented in the matrix below.



The 15 identified topics are directly related to DWTC's three core sustainability pillars and align with our sustainability strategy.

ESG STRATEGIC PRINCIPLES



Together for Sustainable Impact



Prosperity for People and Culture



Unlocking Long-term Value

ESG MATERIAL TOPICS



1 Land Use & Natural Capital



2 Waste Generation



3 GHG* & Energy Consumption



4 Water Consumption



5 Community Development & Cultural Preservation



6 Employee Training, Attraction, & Retention



7 Health, Wellness & Quality of Life



8 Diversity & Equal Opportunity



9 Customer Experience & Satisfaction



10 Emiratisation



11 Economic Impact on Local Economy & SMEs



12 Cybersecurity and Data Privacy



13 Corporate Governance



14 Risk & Crisis Management



15 Ethical, Green & Resilient Supply Chain

* GHG = Green House Gas

Figure 3: Materiality Matrix

ENVIRONMENT

Uniting for Sustainable Impact

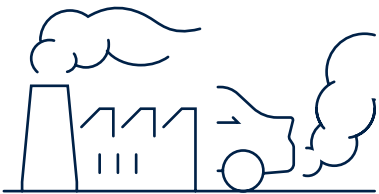
At DWTC, we acknowledge to protect the environment for future generations. Climate change has made it essential for us to adopt proactive, sustainable practices on people and the planet has driven us to take action to incorporate proactive measures and sustainable practices. Our core focus is to reduce greenhouse gas emissions and minimise our environmental footprint is our commitment to reducing emissions and our impact on the environment. To achieve this, we have developed initiatives in water, waste, and energy to cut consumption and emissions and emissions across our operations.

DWTC’s Emissions Performance

Introducing our in-house carbon calculator

In 2023, DWTC’s comprehensive risk assessment identified climate change impacts as a major concern. To mitigate this, we developed a custom carbon calculator to precisely measure our carbon footprint and make informed decisions about reducing emissions across Scopes 1, 2, and 3.

We conducted an in-depth analysis of the Greenhouse Gas (GHG) Protocol to list all possible emission sources relevant to our operations. Our primary achievement was accurately assessing Scope 3 data, despite its complexity. This tool was designed to account for the following scopes and categories:



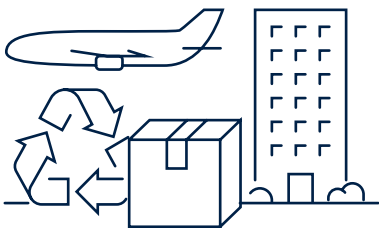
Scope 1

- Stationary Combustion:
Diesel generators, biofuel generators, LPG or other gases used for cooking, etc.
- Mobile Combustion:
Emissions from fossil fuel- and biofuel-powered, DWTC-owned vehicles.
- Fugitive Emissions:
Leakages from HVAC units, chillers, refrigerators, and CO₂- based fire extinguishers.



Scope 2

- Purchased Electricity
- Purchased Cooling



Scope 3

- Purchased Goods and Services
- Waste
- Business Travel
- Downstream Leased Assets
- Employee Commute

DWTC emissions performance

Assessing and reducing GHG emissions is a key priority of DWTC’s sustainability strategy. Our custom carbon calculator enables us to accurately evaluate our current GHG emissions profile. It will be used to calculate the emissions generated by events and DWTC’s year-on-year emissions reductions. The year 2023 was considered a milestone in our journey, as we established a baseline for measuring our progress. This baseline will guide us in setting clear, actionable targets for future reductions, allowing us to monitor our improvements and make informed decisions to minimise our carbon footprint.

2023 DWTC Total Emissions (tCO ₂ e)				
Scope 1	Scope 2	Scope 3	Total	118,612
1,712	61,589	55,311		

The primary contribution to our scope 3 emissions was purchased goods and services and waste. Purchased goods contributed 68% of our scope 3 emissions and will be mitigated in the future by greening our supply chain through our sustainable procurement policy and active engagement with our suppliers.



Neutral Fuels: supplier of biofuels for DWTC

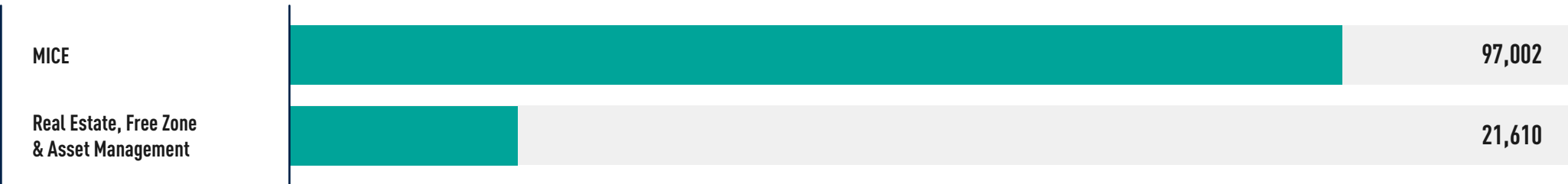
DWTC’s Emissions Performance cont.

Business Unit Distribution:

MICE: Emissions related to activities within DWTC halls and venues in addition to hospitality, DXB LIVE services and emissions from operations related to office electricity consumption, procurement, business travel and employee commuting for departments reporting to Corporate.

Real Estate, Free Zone & Asset Management: Emissions from common areas of EXPO Village & the Apartments as well as One Central commercial offices.

Emission breakdown (tCO₂e) by business unit



To better understand the emissions from each of our business units, we calculated 2 separate intensity values. Our emissions intensity for MICE activities was calculated per visitor in 2023 including event attendees, exhibitors, and participants. The emissions intensity of our Real Estate, Free Zone, and Asset Management operations was calculated per occupant, covering tenants in EXPO Village and the Apartments, as well as commercial office and retail employees.

2023 emissions intensity

MICE



0.039
(tCO₂e/visitor)

Real Estate, Free Zone, Asset Management



0.828
(tCO₂e/occupant)

DWTC emission reduction

In 2023, our collective efforts in reducing our carbon footprint yielded remarkable results. By transitioning to biofuels in our transportation fleet, using solar energy at our venues, and implementing composting and recycling for waste, we successfully avoided 9,859 tCO₂e.

Gulfood Forest: In 2023, through the Gulfood event, DWTC launched a global tree-planting initiative involving 5,000 trees across five countries. Positioned as a “nature-based solution” to Gulfood’s sustainability commitments, this initiative directly supports climate change mitigation.

FreeZone Engagement: DWTC initiated a forest campaign for its FreeZone, purchasing 5,000 trees to be linked to company registrations and renewals.

2023 Emissions reduction (kgCO₂)

Biofuels



14.64

Solar Energy



2,002

Composting



60.57

Recycling



7,781



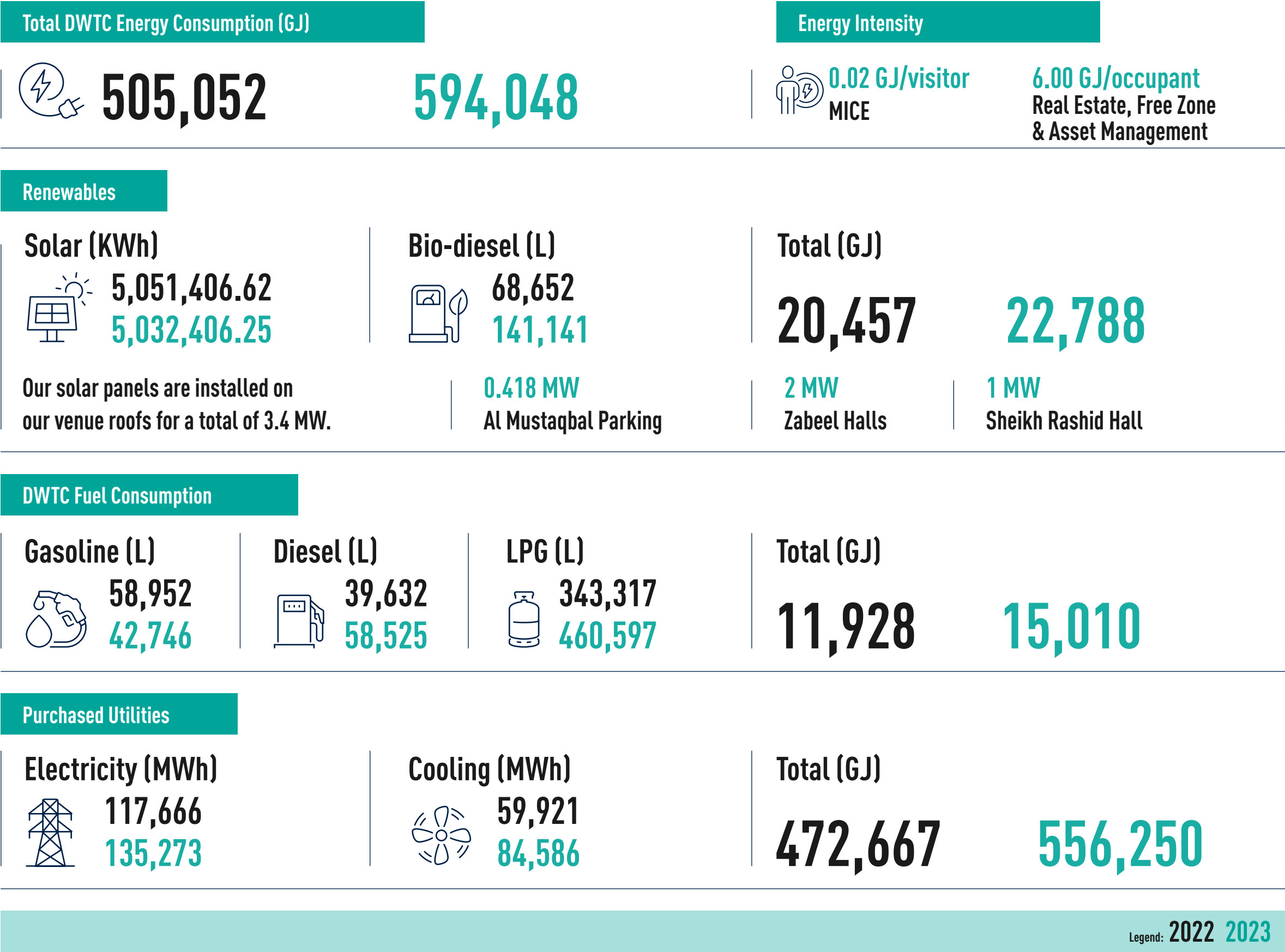
How Are We Environmentally Conscious?

Energy Conservation

As a key player in the MICE industry, we recognise that our operations can create substantial resource demands, both directly through our events and indirectly via our supply chain. To manage our energy impact effectively, we are implementing energy-efficient technologies, conducting thorough energy audits, and promoting sustainable practices.

In 2018, we installed solar panels across our complex. The energy generated powers our venue, and any surplus is fed back into the Dubai Electricity and Water Authority (DEWA) grid, supporting the city’s renewable energy infrastructure. In circumstances where energy needs are not met by our renewable sources, we source electricity from DEWA and cooling from Empower and Emicool.

To further reduce our carbon footprint, we use B-10 biodiesel to power our transportation fleet, considerably cutting down on conventional fuel use. In 2023, we managed to more than double our biodiesel consumption while also reducing gasoline consumption by 89% compared to 2022. We actively monitor our daily energy consumption and assess our yearly performance to evaluate the effectiveness of these initiatives.



How Are We Environmentally Conscious? *cont.*



Case Study: Energy Savings at EXPO Village

Through a collaborative effort with Imdaad, a leading facilities management service provider, Expo Village achieved a remarkable 28% decrease in utilities cost compared to 2022 by implementing a range of energy-saving initiatives. The implemented initiatives focused on optimising energy use in everyday operations. Motion sensor lighting in unoccupied buildings, temperature adjustments in common areas, reducing HVAC system consumption and automated shutoff of stairwell lights all contributed to significant energy savings. The success lies in our energy monitoring and benchmarking systems. Real-time data allows for continual identification of trends, measurement of progress toward goals, and informed investment decisions on future energy-saving investments. The Expo Village case study serves as a powerful example of how effective energy management strategies can lead to significant cost savings while promoting environmental responsibility.



11 %

reduction
in electricity consumption
in 2023 compared to 2022



44 %

reduction
in chilled water consumption
in 2023 compared to 2022



30 %

reduction
in domestic water consumption
in 2023 compared to 2022



How Are We Environmentally Conscious? cont.

 Case Study:
Chiller Retrofit Project

We undertook a major energy-saving initiative with our chiller retrofit project. This project replaced the ageing and inefficient chillers (SKM APCD-5210 B) with new, high-performance models. The previous chillers suffered from low efficiency, complex maintenance needs, and a significant environmental impact due to high energy consumption. The new chiller plant features 240-tonne air-cooled screw chillers with variable controlled chilled water pumps and a Chiller Plant Management BMS system. These advancements provide several advantages:

 Reduced maintenance and increased reliability

The new chillers require less specialised maintenance, minimising downtime and associated expenses.

 Increased efficiency

The new compressors boast energy-efficient features that significantly reduce operational costs.

 Improved environmental impact

The energy efficiency of the new system leads to lower greenhouse gas emissions, a reduced carbon footprint, and quieter operation, thereby reducing noise levels. The 30XB900 chiller is designed with environmentally friendly refrigerants and materials to minimise its carbon footprint. It complies with global regulations and standards for refrigerant emissions and energy efficiency.

Overall, the chiller retrofit project exemplifies a successful approach to improving building performance. By replacing outdated equipment with advanced technology, we achieved our goals of reducing electricity consumption, lowering maintenance needs, enhancing overall efficiency, and minimising environmental impact. The chillers were equipped with advanced control systems that optimise performance, ensure precise temperature control, and provide remote monitoring and diagnostics capabilities for proactive maintenance and troubleshooting.



Equipped with variable-speed AC fan motors to enhance seasonal energy efficiency levels for comfort applications. Additional heat exchange surface to improve both the full load and part load energy efficiency

How Are We Environmentally Conscious? cont.

Our future energy plans

As part of our ongoing commitment to energy efficiency, we have several initiatives planned across our operations. In 2024, our light optimisation project will introduce solar lights for external areas, digital timers, and Phase Measurement Units (PMUs) at various locations, integrated with our building management system for enhanced monitoring.

Our VSM Sustainability Management Plan aims to reduce electricity consumption by 3% year on year, and DEC aims to reduce its consumption by 10% as a venue by 2024. Long-term, our goal is to implement at least five new energy efficiency measures annually for the next five years, targeting impactful opportunities identified through energy audits.

Additionally, an area of primary focus has been encouraging internal stakeholders to actively engage and take decisive actions during event buildup and teardown phases. To address this, we are planning stakeholder engagement and awareness sessions in 2024, emphasising the significance of energy conservation during these critical periods.

2024 Commitments

💡 Install retrofit CFL luminaires at stairways and parking bays, cutting lighting energy consumption by 50%.

📶 Upgrade garbage chute room lighting to motion sensor-activated lights for reduced energy use.

🕒 Install digital timers for external lighting efficiency.

⚙️ Adjust Lighting Control Panel (LCP) programming to meet building operational needs.

💬 Engage stakeholders in the decision making process.



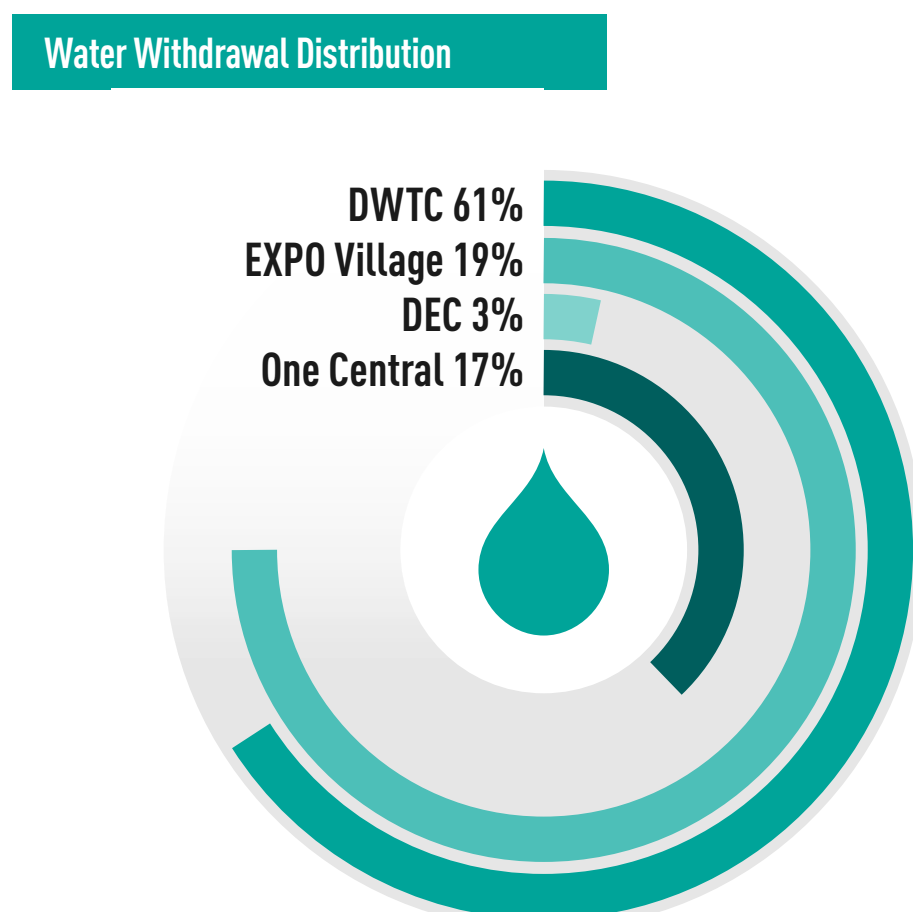
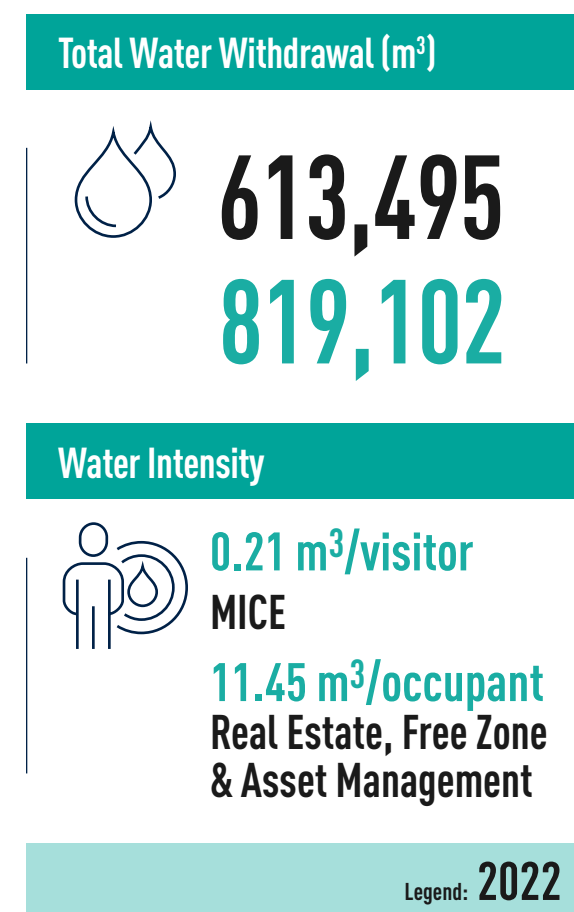
How Are We Environmentally Conscious? cont.

Water Preservation

Water is a precious resource at DWTC. We have adopted a sustainable approach to water management across our operations involving comprehensive water conservation initiatives to reduce our water footprint. These include installing low-flow fixtures, efficient irrigation systems, and rainwater collection to minimise water consumption. Advanced wastewater treatment ensures effective handling of effluents produced during events and routine operations.

Water usage metrics

We maintain transparency by regularly reporting water discharge quality through our building management system. Moving forward, we will accurately measure discharge rates to uphold accountability. Through ongoing assessments and monitoring, we enhance our water management practice and have implemented several initiatives to reduce our water consumption.



Innovative initiatives



Quench the Thirst, Save the Planet: We implemented water stations and purification systems to offer safe and accessible water.



Xeriscaping & Indoor Management: We use xeriscape with indigenous or drought-resistant plants and have installed low-maintenance green walls in shared areas to provide plant life without excessive water use. We also upgraded to touchless faucets to reduce indoor water consumption.



Reverse Osmosis Plant: Our RO facility purifies and recycles greywater from the Dubai Municipality, directing it through a filtration membrane to produce treated sewage effluent (TSE) for reuse in our cooling systems.



Dubai Can Water Fountains: We played a role in setting up and maintaining the Dubai Can drinking fountains throughout the city, providing daily access to clean water for thousands of individuals.

Feb 2022 to Dec 2023
164,238 Litres of water served
328,476 water bottles saved (500ml).

Technical Improvements



Irrigation: We use treated grey water to reduce water usage and wastage. The supply is controlled with two cycles in the winter and three cycles in the summer months. Additionally, TSE is procured and used for irrigation purposes at Expo Village.

Water saving fixtures: We incorporated dual flush toilets, low flow aerators, waterless urinals, and sensor-equipped taps throughout the entire DEC area to maximise water efficiency.

Dual flush toilets with 3-6 litres per flush
Low flow faucet aerators with a flow rate of 5.5 to 6 litres per minute



How Are We Environmentally Conscious? [cont.](#)

Maintaining water purity

In the event of any contamination, we swiftly respond to water pollution or effluent discharge incidents with emergency plans to minimise impact. We invest in remediation efforts to restore environmental quality, collaborating closely with authorities. Our approach includes conducting thorough investigations to pinpoint and rectify root causes, enhancing monitoring and reporting for transparency. We also work closely with regulatory agencies, environmental organisations, and affected communities to address concerns and ensure compliance with legal standards.

Water as a shared resource

At DWTC, we encourage water conservation and effluent treatment through corporate social responsibility initiatives, raising awareness of sustainable water management among employees, customers, and the public. We support community projects like rainwater harvesting, water purification, and sanitation systems to improve access to clean water in underserved areas.

Moreover, we work with industry partners, research institutions, and government agencies to share best practices, exchange knowledge, and foster collective action towards water preservation.



How Are We Environmentally Conscious? cont.



Case Study:

Replacement of ageing copper pipeline at the Sheikh Rashid Tower Venue

Copper pipelines have multiple roles in plumbing and fluid transport systems, including transport of potable water, circulating cold and hot water, supporting air conditioning and refrigeration, and serving fire sprinkler systems. Over a decade of usage of copper pipes at SRT, several detrimental effects have emerged, including corrosion, high cost, noise transmission, and increased maintenance requirements.

Therefore, the existing copper pipelines have been replaced throughout the venue with PPR (Polypropylene Random Copolymer) and PVC (Polyvinyl Chloride) substitutes. The initiative effectively addressed corrosion and leakage issues, leading to an improvement in water quality and a decrease in both energy usage and water wastage.



How Are We Environmentally Conscious? cont.

Waste Management

We aspire to become a zero-waste-to-landfill organisation and have adopted strategic waste management approaches to realise this goal. Guided by our first core principle on sustainable impact, we have implemented policies for waste segregation, waste composting, and recycling. Also, we are promoting awareness campaigns for employees and visitors on the importance of minimising waste.

Our proactive measures contribute to the UAE's and Dubai's environmental goals and set new standards for responsible waste management in the events industry.

Our waste management partners:



Waste
management
Partner



Food Waste
Composting
Partner



Recycling and
Reforestation
Partner



IT waste
partner

Waste generation

As leaders in the UAE's MICE industry, we turn to sustainable approaches for managing waste generated by our activities. The initial steps include identifying various types of waste:

Build-up and tear-down:

Wood, paint, metal, plastic wraps, tapes, carpets, etc.



Events:

Banners, catalogues, signage, plastic or glass bottles, food waste, cutlery, papers, etc.



Weddings:

Food waste, used cooking oil, tissues, flowers, general waste.



Catering services:

Food waste, cooking oil.



Total Waste Generated (Tonnes)



7,601

13,286.5

Legend: 2022 2023

In 2023, our total waste generation increased due to a 23% increase in exhibitions and events hosted. However, this was accompanied by more stringent waste management efforts aimed at enhancing our waste diversion. As a result, our waste diversion rate improved in 2023, with 37% of total waste successfully diverted from landfill.

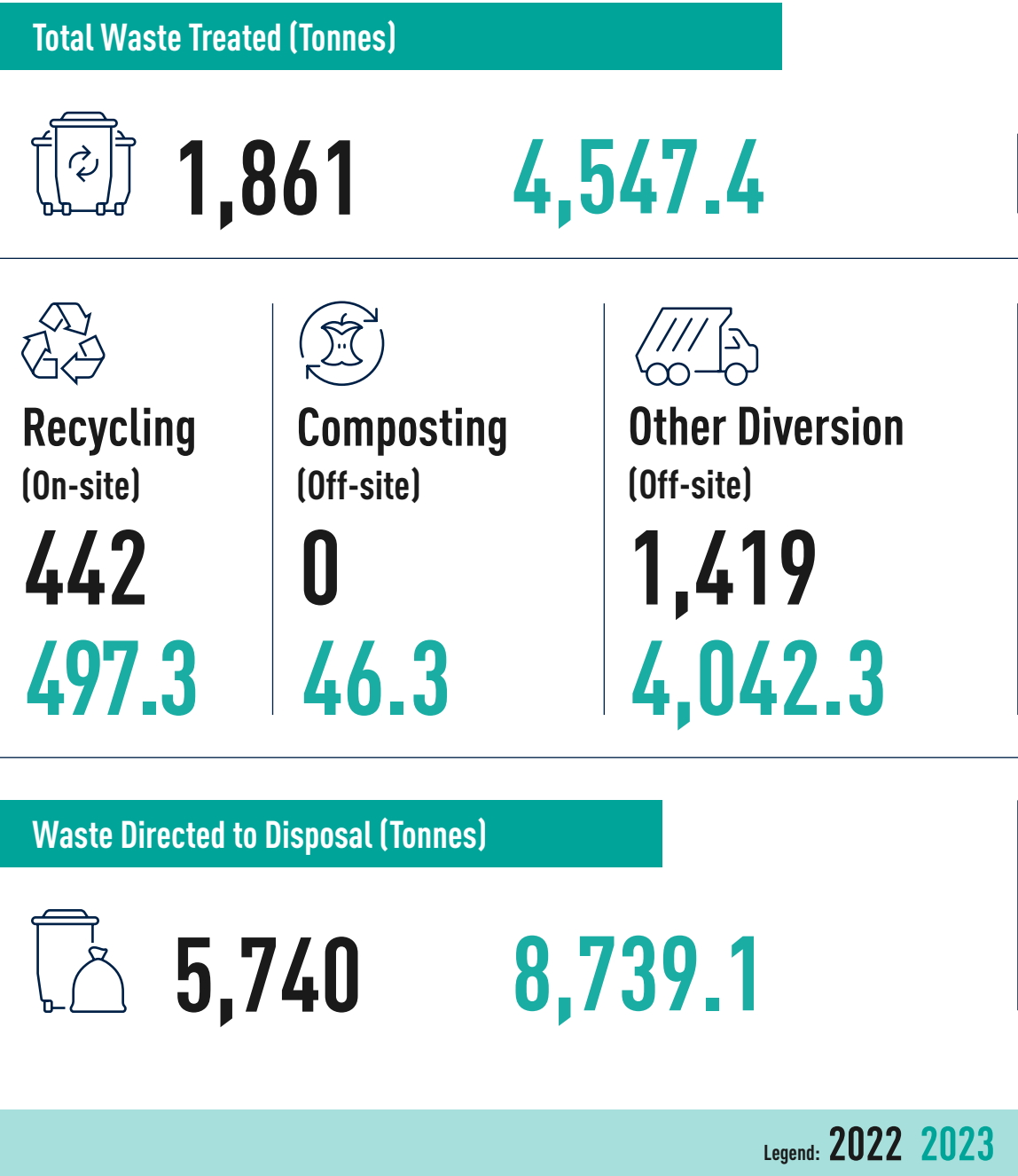
The total waste generated is partly attributable to the activities of organisers, in addition to DWTC operations. Looking ahead to 2024, DWTC is committed to improving the accuracy of waste source identification to enhance our understanding and management of environmental impact.

How Are We Environmentally Conscious? cont.

Waste diversion

We have a comprehensive waste management strategy to reduce our environmental impact. By segregating waste, we efficiently implement the three R’s: reducing the amount of waste produced, reusing materials whenever possible, and recycling items to give them a new life. Through this sustainable approach, we contribute to resource conservation.

We’ve enhanced on-site recycling with multiple segregation bins and conducted workshops for our high-level management, employees, and suppliers. Our efforts resulted in an 12.5% increase in recycling, from 442 tonnes in 2022 to 497.3 tonnes in 2023. Bee’ah manages our waste at a Material Recovery Facility (MRF), where waste is separated and treated through recycling, reuse, or incineration. Our efforts are detailed in the table provided.



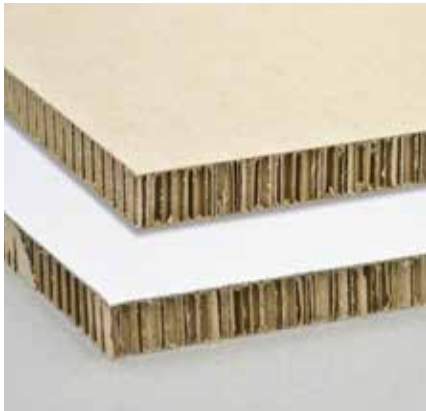
Sustainable stand design

We understand the environmental challenges posed by hosting diverse events, both large and small, especially in regard to the waste generated during the teardown of event stands. Our Sustainable Stands initiative directly addresses this issue by offering reusable stands designed to minimise waste and promote eco-friendly practices.

DWTC’s sustainable stands are made from 100% recycled materials, 100% recyclable components, and produce minimal waste. Key features include:

Repulpable cardboard stands:

Manufactured in the UAE, these stands use an inner core of 100% post-consumer recycled kraft paper fibres.



Eco-friendly PVC-free fabrics and wall coverings:

These materials ensure our stands are sustainable from every angle.

Reusable PET felt infill panels:

These panels can be reused with proper care during setup and teardown.



Wood Fibre cushions:

We use wood fibres instead of foam cushions, enhancing sustainability.

Upcycling practices:

We transform by-products and unwanted materials into new, high-quality products with artistic or environmental value.



Formaldehyde-free Medium-Density Fibreboard (MDF):

Our Green Ultimate panels are free of toxic chemicals and some naturally occurring organic chemicals, similar to natural wood. (0.01 ppm).

Using Green Ultimate panels also reduces our carbon footprint, emitting 80% less carbon compared to panels made with UF (urea-formaldehyde) resin. These panels are crafted from locally sourced materials; as a result, we reduce transportation-related carbon emissions.

How Are We Environmentally Conscious? cont.

Waste Composting

In 2023, we enhanced our food waste management by partnering with Waste Lab. This collaboration transforms food scraps from culinary events into valuable compost, supporting soil health and local agriculture. Segregation containers in our Central and Local Production Kitchens have streamlined waste disposal. Waste Lab provides comprehensive management solutions and detailed reports, helping us tailor strategies to specific events or clients.

During major events like GITEX and COP28, Waste Lab collected 55 tonnes of food-related waste, including compostable materials, non-compostable items, biodegradable cutlery, and recyclables. This effort resulted in the collection of 46.3 tonnes of compostable materials in 2023, showcasing the effectiveness of our partnership.



WasteLab food waste bins



Every waste reduction initiative implemented will contribute towards a more sustainable planet for future generations. The impact of human activities on the environment is in our hands, which is why changing for the better is imperative.”



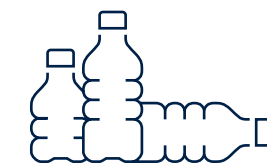
Maimoona Omair

Associate Director,
Housekeeping Operations

Waste initiatives

Dubai Can, waste reduction initiative

Aligned with Dubai’s “Dubai Can” initiative, we eliminated plastic water bottles, replacing them with sustainable alternatives. We also installed bottle-free water dispensers and Reverse Vending Machines (RVMs) to promote recycling through monetary rewards.



42,124

bottles saved in 2023,



DWTC employees participating in the EEG Can Collection Campaign

Earth Care Team, recycling initiative

Our Earth Care Team ensures proper waste sorting at large events. Hazardous waste is isolated and managed by designated contractors. We’ve received green certificates from Enviroserve for recycling toners and cartridges, with a total of 222 kg recycled between 2022 and 2023. Three Reverse Vending Machines installed at DWTC have collected 50,000 bottles and cans in 2023.

Hospitality operations

To reduce environmental impact, our Hospitality Operations team has adopted a comprehensive waste reduction approach.

Our catering service now uses eco-friendly disposables such as coffee cups, pulp paper plates, and utensils at Traders House and in Hall Cafes. All retail outlets have switched from single-use paper bags to biodegradable jute bags, and we are replacing single-use condiment packets with refillable jars and bottles. Customers can opt for hot coffee without a lid and receive an AED 2 discount for using their own cups. Straws are provided only upon request, and we offer a 50% discount on perishable goods to reduce food waste.



We repurpose used cooking oil by selling it to Neutral Fuels for biofuel conversion and donate old tyres to Kart Mania Sport Tracks for repurposing. Chemical containers and diffusers are returned to suppliers for safe disposal or recycling. We also employ innovative solutions such as transforming discarded curtains into aprons, repurposing event banners, and recycling Nespresso capsules into bicycle components and writing instruments.

All kitchens, pavilions, staff pantries, and meeting rooms are equipped with colour-coded bins to separate food waste, recyclables, and general waste.

How Are We Environmentally Conscious? cont.

Going paperless

We're embracing digital innovation to drive us towards a paperless future. By enforcing strict printing policies and introducing a quota system, we've notably reduced unnecessary printing. Process automation and document digitisation have been key in reducing our paper consumption. We've also replaced traditional parking tickets with QR code-based systems to promote digital payments and paper conservation.

Our hospitality operations have adopted similar digital initiatives, digitising event plans, checklists, and delivery confirmations for overall events. Electronic flyers and QR code-accessible menus further minimise printed materials, with recycled paper used when printing is unavoidable.

Plate waste awareness screen

In our buffet-style dining establishments, we have installed "plate waste awareness" monitors to promote mindful eating. These displays encourage moderate portion sizes and inform diners about the environmental impact of their choices. This initiative reduces food waste and greenhouse gas emissions from landfills, further improving DWTC's sustainability image and engaging the community in eco-friendly practices.



Bee'ah waste collection truck

Stakeholder engagement and awareness

DWTC is taking the lead in raising environmental awareness among its team and visitors through dynamic training sessions and workshops, teaming up with Bee'ah and Waste Lab. Ahead of events, rigorous waste management training for contractors and housekeeping staff ensures they have the expertise to responsibly handle and sort waste.



Waste reduction at The Apartments

The Apartments at DWTC have implemented several waste reduction initiatives to promote sustainability. These include placing tent cards in rooms to encourage guests to save electricity and water, replacing pens with pencils, utilising recycled plastic bottles, and implementing a reuse and recycling programme for single-use product packages like soaps and shampoos. Additionally, eco-friendly cleaning chemicals are used throughout the premises, and there are plans to introduce wall-mounted dispensers in the future to further reduce waste.

Our future waste management plans



Install bin compactors and promote waste segregation.



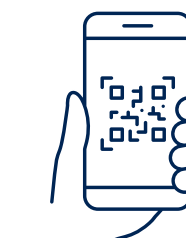
Reduce overall waste generation.



Ensure 100% compliance with environmental regulations.



Educate employees and tenants on waste management practices.



Introduce QR-coded recyclable bins to raise awareness on waste management and reduction.

How Are We Environmentally Conscious? cont.

Sustainable Transportation

At DWTC, we lead by example in sustainable transportation, aiming to reduce our environmental impact, improve air quality, and contribute to a greener Dubai.

In 2023, we surveyed our employees to understand their commuting habits better. The insights gained from the survey allow us to accurately track our Scope 3 emissions, specifically Category 7 (employee commute). Over 55% of respondents currently use sustainable transportation methods, such as public transport and cycling to get to work. With a 58% response rate in 2023, we aim to increase this further in 2024 for a clearer picture of our employee commute data.

Electric vehicles & chargers

Our commitment to sustainable transportation is evident through our extensive use of electric vehicles. Small electric trucks manage our food deliveries and on-site logistics, while electric bikes are available upon request for departmental operations. We also enhance our guests' experience with electric vehicle (EV) charging points, electric limousine services, and Careem electric bikes during events.



Choosing clean fuel alternatives

We use Neutral Fuel's net zero biofuel for a segment of our fleet. This clean-burning fuel, derived from recycled vegetable oil, powers 16 vehicles with a B-10 (10% biofuel blend). Neutral Fuels has certified our emission reduction efforts, noting a decrease of 15,071 kg of CO₂ in 2022 and 48,355 kg in 2023.



Buses, shuttles, and carpooling

To further promote sustainable transportation, we provide group transport services for staff between our venues and accommodations. For events, we collaborate with the Roads and Transport Authority (RTA) to offer shuttle bus services and encourage carpooling among attendees.

DWTC metro station

The DWTC Metro Station provides a quick and eco-friendly travel option for visitors. Before major events, we ensure access to the metro station is widely advertised through road signage and major radio stations.

Smart parking

Our Al Mustaqbal Street Parking, honoured with the “Best Parking Project” award at the Gulf Traffic Awards 2018, showcases our efforts to promote sustainable transport in Dubai. This state-of-the-art facility features EV charging stations and solar energy usage, complemented by intelligent technology such as smart payment systems and number plate recognition.



How Are We Environmentally Conscious? cont.

Sustainable Built Environment

We conduct environmental impact analyses to address the impact of our activities and leverage both active and passive technologies to reduce primary utility consumption. Throughout the lifecycle of our buildings—from design and construction to operation, maintenance, renovation, and eventual demolition—we use environmentally safe materials. Additionally, sustainable land use practices are implemented to conserve natural habitats and biodiversity.



Dubai Exhibition Centre

LEED buildings

In 2020, we conducted a comprehensive environmental impact analysis (EIA) to evaluate our construction activities, addressing emissions, utility usage, waste generation, chemical use, and impacts on biodiversity. These efforts have earned us LEED certifications for 21 buildings, creating healthy, efficient, and green venues.

Green spaces

Our green spaces are designed to foster biodiversity and promote the health and well-being of our employees and visitors. These areas play a crucial role in carbon sequestration. We plant native species, which are well adapted to the local climate, require less water, use organic fertiliser, and are irrigated with treated sewage effluent water.

We maintain an annual contract focused on the upkeep and strategic expansion of these green areas. Our vision is to enrich our lush landscape by increasing the number of trees and introducing over 100 new plant species. Our Tree Planting Campaign, part of the “For Our Emirates We Plant” initiative, saw our employees come together to plant 12 trees, contributing to Dubai’s urban afforestation and fostering a sense of community and environmental responsibility.

More greenery with RAK management

The management of Ras Al Khor (RAK) staff accommodation has also taken steps to improve the environmental aesthetics and comfort of staff facilities by increasing the number of trees in parking areas. This initiative provides cooler, shaded parking spaces, contributing to a more pleasant and sustainable living environment.





Prosperity for Communities and People-Centric Culture

People are the heart and spirit of our business, from employees and customers to contractors and communities where we operate. Therefore, we aim to positively impact the lives of all those connected to our operations. To ensure our business thrives as part of a sustainable future, we foster a diverse workforce, support mental well-being, and create inclusive environments. Our commitment to safety, security, and high ethical standards remains central to our efforts, driving sustainable growth and prosperity for communities, industries, and beyond.

The Key to Our Success

Our talented and dedicated people play a major role in the success we achieve at DWTC. We recognise that our staff are the cornerstone of our accomplishments, driving our social impact and an inclusive and empowered environment. At DWTC, the well-being of our employees and the continued development of our local talent are paramount. Our success is intertwined with our commitment to diversity and inclusion, talent development, health and safety, and employee wellbeing. By prioritising these aspects, we create a culture that drives our long-term success and sustainability, enabling us to thrive as an organisation and contribute positively to our local and extended communities.



Total number of DWTC employees



Total number of new hires



Total number of new hires by age group



In 2023, our turnover rate was 11%, demonstrating our supportive and dynamic work culture which attracts and retains top talent.

DWTC interns

We believe in nurturing new talent through our internship programme, which places new interns for a temporary period of 6-9 months. Interns undergo placements in departments such as housekeeping, food and beverage, kitchen, and stewarding.

We hired 157 interns in 2023, a significant increase from the 47 interns hired in the previous year.



157

INTERNS HIRED
in 2023



400

+
INTERNS RECRUITED
from 2016 to 2023



15

+
NATIONALITIES

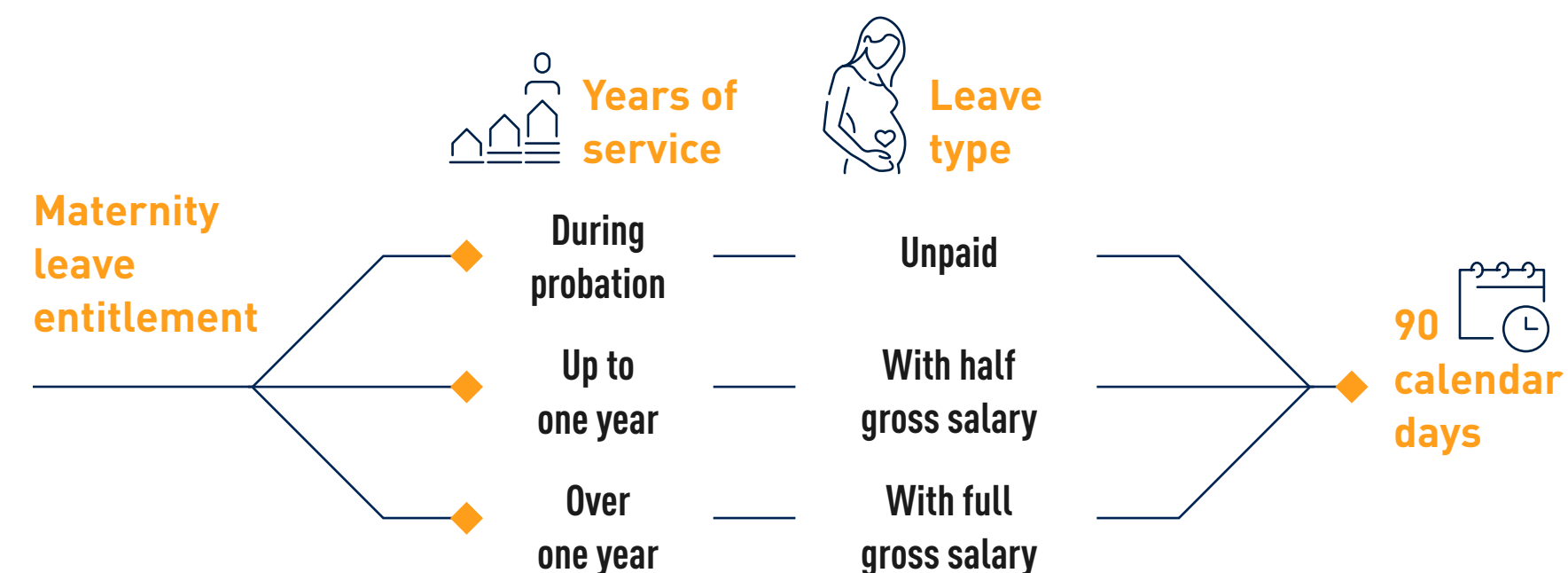
Empowerment in Diversity and Equal Opportunity

We actively seek diverse individuals with a range of backgrounds, skills, and experiences to enrich our team and drive our success. Our HR and recruitment policies focus on fairness and equality in every aspect of employment, with a strict policy against discrimination based on age, disability, gender identity, race, ethnic origin, nationality, or religion. By expanding our talent pool and upholding ethical recruitment practices, we ensure that every candidate is assessed on their merit and suitability for the role. Our Human Resources team plays an essential role in creating an environment where exceptional talent is both attracted and valued, reinforcing our competitive edge and dedication to excellence.

Gender inclusion

At DWTC, we take pride in our commitment to gender inclusion, with a 22% increase in female employees from 2022 to 2023. We support women through initiatives such as flexible working hours during pregnancy, maternity leave, and annual leadership training programmes tailored for women.

As per HR policy, all female employees are eligible for maternity leave:



To celebrate International Women's Day, DWTC hosts an annual event for our female employees that showcases and celebrates their achievements. The events include special tokens of appreciation from HR to recognise and reward the valuable contributions our female employees contribute to our organisation.



300 + FEMALE STAFF

attended the International Women's Day event in 2023.

In 2023, DWTC proudly celebrated UAE's own Emirati Women's Day by handing out giveaways to DWTC's female staff. We plan to expand the celebration in 2024, by organising an event that will include engaging discussions on sustainability, workshops and team building activities.

We take pride in our inclusive workforce, with a strong representation of women in leadership roles. Currently, we have 5 female staff members holding senior positions, from Senior Manager roles and above, reflecting our commitment to gender equality and the empowerment of women within our organisation.



Empowerment in Diversity and Equal Opportunity cont.

People of Determination

DWTC is dedicated to fostering an inclusive workplace for all, including People of Determination (POD). We recently updated our hiring policies to improve opportunities for individuals with disabilities, aligning with the UAE’s National Policy aimed at empowering these individuals.

Our facilities are thoughtfully designed to to be accessible to POD, featuring accessibility parking, ramps, automatic doors, lowered desks, handrails, accessible toilets, priority seating, braille in lifts, and accessible ATMs. We also provide tactile ground surface indicators and emergency call systems for added safety and convenience.

Regular staff training ensures that over 90 public-facing employees are well-versed in POD facilities and support. We also offer wheelchairs and mobility carts for ease of movement within our venues.

Accessibility features at DWTC



Accessibility parking: Dedicated parking spaces for People of Determination (POD).



Ramps: High-visibility ramps throughout the complex.



Automatic doors: Clearly marked with signage for easy use.



Accessibility toilets: Clearly marked facilities for POD.



Handrails: Installed along the internal route from Concourse 1 to SSH.



Emergency call system: Alarm system in toilets and key areas for immediate assistance.



Accessible ATMs: Fully accessible ATMs located at Concourse 1 and Concourse 2.



Wheelchairs and carts: Available at the information desk with custom ramps, side rails, and safety locks.



Priority seating: Specially designated seating with priority stickers.



Lift Braille: Braille added to all lift buttons for ease of use.



Drainage covers: Modified to ensure wheelchair access in SSH link.



Lowered desks: Accessible desks at Concourse 1 and the Ticketing Counter.



Accessibility maps: QR code-embedded maps for easy access on electronic devices.



Tactile indicators: Tactile ground surface indicators (Tactile Ground Surface Indicator) for safe navigation.



Empowerment in Diversity and Equal Opportunity cont.

Emiratization

We are dedicated to the growth and development of UAE nationals, demonstrating significant success in attracting and nurturing local talent. Our focus on Emiratization is evident through initiatives like the UAE Management Trainee programme (Lami3), which equips newly graduated UAE nationals with essential business skills over two years. Additionally, our internship programme offers valuable hands-on experience and professional networking, serving as a vital platform for developing future talent.

At DWTC, attracting and developing local talent is a strategic priority, supported by senior executive management and HR efforts to ensure a strong representation of UAE nationals and their continued growth within the company.



UAE NATIONALS
made up
21%
of our workforce

283 in staff and
middle management
11 in senior
management roles



Health and Safety

Our HSE Policy mandates a safe working environment by incorporating a comprehensive set of protocols based on both local and international HSE standards. Our HSE team vigilantly oversees the premises, swiftly identifying, reporting, and addressing any potential hazards.

New employees undergo mandatory HSE inductions as part of their onboarding process. Our target is to ensure that at least 85% of our staff complete thorough training in Health, Safety, and Environmental (HSE) awareness, with additional risk assessment training for our designated risk champions. Our HSE team collaborates closely with Dubai Civil Defence, participating in joint training sessions and workshops. Additionally, Dubai Municipality works alongside us to ensure all hosted events comply with HSE standards.

Zero
Zero
Zero

FATALITIES
from work-related
injuries in 2022-2023.

high-consequence
work-related
INJURIES reported.

CASUALTIES due to
work-related ill health
(e.g., inhaling toxic fumes).



We rigorously assess workplace risks related to our business activities, proactively identifying potential hazards and implementing effective strategies to mitigate them. This includes using low levels of volatile organic compounds and lead-free paints throughout our premises and maintaining a 100% smoke-free policy.

Empowerment in Diversity and Equal Opportunity cont.

HSE Awareness

To foster safe work practices, the HSE team provides awareness signage, conducts regular training for staff and contractors, and organises HSE sessions for tenants. We also offer Personal Protective Equipment available for purchase to contractors, exhibitors, and organisers. During events, including setup and teardown, the team closely monitors contractor activities to ensure compliance with Health & Safety regulations, using a digitalised violation system to track infractions and keep visitors and exhibitors safe. Our venue is equipped with a Fire Life Safety System, designed to detect and address fire incidents promptly. Additionally, DWTC provides Tenant Fire Warden Training through a Dubai Civil Defence-certified training centre.

Achievements and Certifications

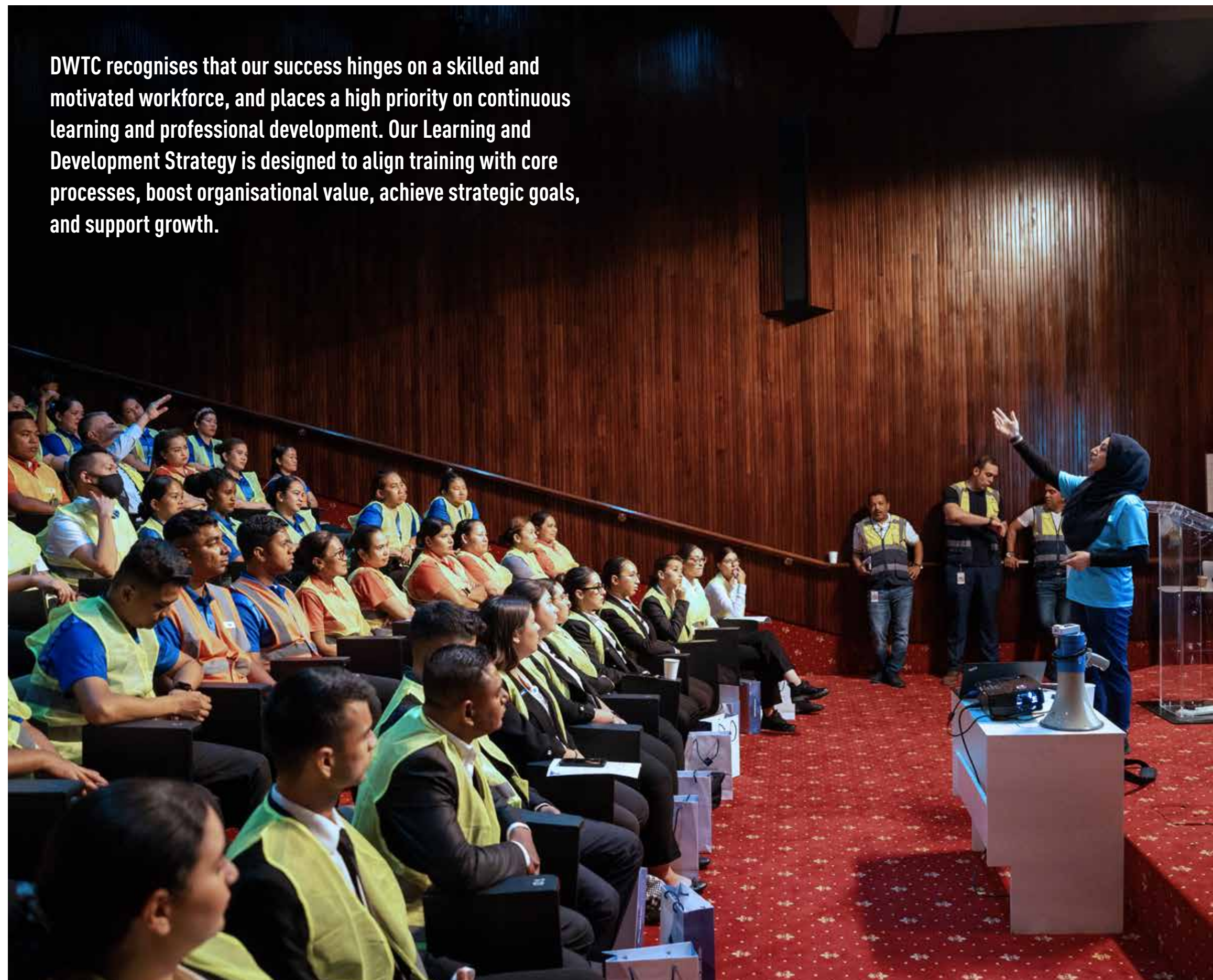
In 2023, DWTC earned certification in ISO 22000 for Food Safety Management and completed an audit for ISO 45001 for Occupational Health & Safety Management. We have also implemented a comprehensive HSE software solution, enabling automated monitoring of all HSE aspects, including health and safety management and a dedicated health and safety violation portal.



HSE Awareness Day

Driving Our People's Full Potential

DWTC recognises that our success hinges on a skilled and motivated workforce, and places a high priority on continuous learning and professional development. Our Learning and Development Strategy is designed to align training with core processes, boost organisational value, achieve strategic goals, and support growth.



In 2023,

57%

of our employees

PARTICIPATED IN TRAINING,

with over **200** courses conducted.

Our Talent Management Strategy focuses on enhancing employee competencies and offering career advancement opportunities. The Performance Management Framework ensures fair assessments, identifies development needs, and supports career progression through open dialogue between employees and supervisors, strengthening motivation and job satisfaction.

We view Learning and Development (L&D) as a continuous journey. Our Learning and Development Policy encourages employees to engage in self-improvement relevant to their roles, including skill-based self-assessments and participation in self-directed learning programmes. Participants in our programmes provide feedback on content and quality, and our contracted L&D providers submit detailed post-training reports. These reports assess participant engagement and identify any challenges in applying new skills, helping us refine and enhance our L&D initiatives.



Our well-developed L&D policy includes clear guidelines for various training programmes and accommodates individual training requests to meet specific employee needs. We conduct comprehensive Learning Needs Analyses at organisational, departmental, and individual levels, including for UAE nationals.

DWTC's Learning and Development team is dedicated to promoting sustainability and maintaining an engaged workforce through initiatives such as:



Sustainability training and awareness sessions:

Held to deepen employees' understanding of sustainability goals.



Sustainability awareness: Hosting sustainable events and encouraging discussions to inspire the adoption of sustainable practices.

Employees also engage in various learning activities, including training courses, conferences, mandatory certifications, and professional memberships.

DWTC Programmes and Initiatives

Executive Mentorship Programme

Our Executive Mentorship Programme is designed for personal and professional growth among junior employees. It provides guidance in identifying suitable career paths, nurturing their development, and instilling a strong foundation in ethical decision-making. The programme emphasises the cultivation of essential skills such as leadership, communication, critical thinking, and professionalism, ensuring its effectiveness and alignment with our organisational goals.

Certification Pathway

This initiative offers employees the opportunity to achieve qualifications relevant to their field, recognising their dedication to professional development and expertise.

Junior Leadership Programme (JLP)

The Junior Leadership Programme is integral to our Lami3 Management Trainee Programme, aimed at attracting, educating, and retaining the nation's most promising talent. This initiative focuses on developing leadership attributes and technical skills essential for personal and professional growth within the events industry.

Pioneers Training Programme (Summer Training)

In July 2023, we successfully launched the Summer Training Programme for UAE Nationals, leveraging the quieter business season to enhance employees' skills and knowledge. Over two weeks, participants engaged in a dynamic training regimen, combining experiential learning with targeted coaching sessions. This programme developed key competencies such as negotiation, conflict resolution, inter-team cooperation, effective communication, project management, problem-solving, leadership, change management, delegation, and listening skills.

Cross-Exposure Training

Cross-Exposure Training allows employees to gain experience in new areas at their current level or one above, during regular work hours. This initiative aims to broaden skills and experiences, fostering cross-functional knowledge and career growth within the company.

E-Learning

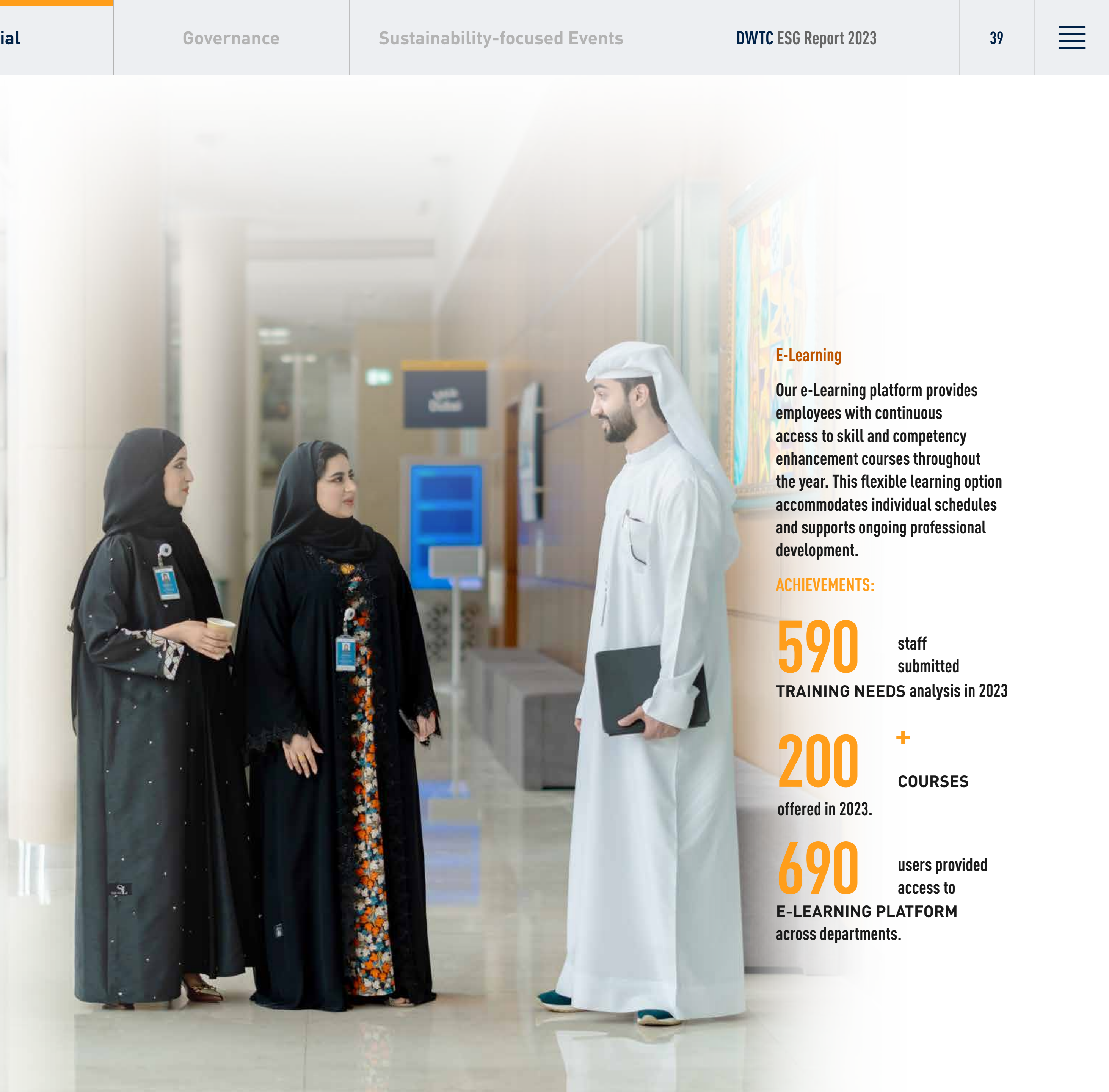
Our e-Learning platform provides employees with continuous access to skill and competency enhancement courses throughout the year. This flexible learning option accommodates individual schedules and supports ongoing professional development.

ACHIEVEMENTS:

590 staff submitted
TRAINING NEEDS analysis in 2023

200 +
COURSES offered in 2023.

690 users provided access to
E-LEARNING PLATFORM across departments.



DWTC Attraction and Retention

At DWTC, we aim to equip our competent and highly skilled workforce with the tools they need to excel in their roles. As part of our onboarding experience, all new employees receive an employee handbook, serving as a comprehensive guide for both new and existing staff. We implement the Compensation and Benefits Policy uniformly for all employees. This policy outlines our compensation and benefits structure, outlining a fair and non-discriminatory application of allowances and benefits. It details various employee benefits, including medical and life insurance, personal accident insurance, salary advances, overtime, bonuses, and gratuity.

Our Talent Acquisition and Talent Management policies, coupled with a robust recognition programme, drive employee retention, which is reflected in our low turnover rate. The recognition programme incentivises high-performing employees, maintaining motivation across our workforce. Additionally, our Grievance Management and Whistleblowing Policies are in place to address any unresolved employee concerns.

The Tamaiyuz recognition programme formally rewards employees for their contributions, performance, dedication, and commitment to DWTC.

- 1. Employee of the Quarter Award:** This award caters to an atmosphere of gratitude and acknowledgment, recognising staff members' contributions in areas such as information sharing, teamwork, and service quality.
- 2. Employee of the Year Award:** This award honours employees for their outstanding year-round contributions, strong work ethics, motivational leadership, and exceptional interpersonal skills.
- 3. Long Service Employee Award:** This award recognises and honours employees for their devotion and milestone years with DWTC.

Our future learning and development plans:

42% of our employees, totalling **590** members, are actively engaged in their professional development by submitting their **TRAINING NEEDS ANALYSIS**.

Demonstrating our firm commitment to
CONTINUOUS LEARNING AND SKILL ENHANCEMENT.



Employee recognition awards

We Care About Stakeholder Satisfaction

Our dedication to delivering exceptional services and refining our MICE experiences drives us forward. To deliver to the highest standards, we conduct an annual External Client Satisfaction Survey, engaging a diverse array of stakeholders including event organisers, conference delegates, exhibition visitors, and exhibiting personnel.

We gather comprehensive feedback through in-person interviews with participants and follow-ups with organisers and exhibitors via email or telephone after the event. Our feedback system is based on the Net Promoter Score (NPS) methodology, employing a 0-10 scale to assess satisfaction levels across various experience domains. We analyse the data, focusing on responses with a satisfaction rating of 7 or lower, to identify areas for improvement and enhance our services.

We pride ourselves on providing round-the-clock support through our specialised Customer Care team, ensuring continual improvement and sustainability in our operations. Incoming tickets are promptly allocated to the appropriate departments for swift resolution.

To monitor and enhance service quality, we employ a comprehensive report system to track customer feedback, allowing us to quickly identify and address any concerns. To further improve complaint management, we are implementing a unified system aimed at achieving an ambitious target of resolving 85% of complaints each month, ensuring efficient and timely handling of every issue.

Customer Experience Surveys

	7+ Rating	NPS
Event Organisers (Mid-Year)	97%	82
Event Organisers (Year-End)	98%	79
Exhibitors (Mid-Year)	78%	27
Exhibitors (Year-End)	85%	35
Event Participants (Mid-Year)	100%	53
Event Participants (Year-End)	99%	46
Commercial Tenants (SRT, CVT, One Central, DICEC)	87%	40
Free Zone Clients	90%	67
Residential Tenant at The Apartments	87%	38

In 2023, engagement soared with 443 event organisers, 2,911 attendees, and 449 exhibitors. This represents a significant 24% increase in event organisers and a 16% rise in attendees since the previous year.

Communicating our commitment to sustainability

Our commitment to sustainability is at the heart of our operations, and we actively promote this dedication across various channels. We utilise our website and digital displays to showcase our sustainable practices and drive awareness among our team, clients, and visitors.

Our dedication extends through the Organiser+ online portal, where we provide event organisers with comprehensive guidelines for creating sustainable events. This platform empowers organisers to host engaging and eco-friendly gatherings, reinforcing our shared vision for a sustainable future.

Adhering to global standards, our customer relations policy is seamlessly integrated with the customer-specific clauses of our ISO 9001 Management System. Our Quality Management Systems certification enhances our performance to meet customer expectations.

Elevating knowledge sharing

At DWTC, we are advancing our customers’ career journeys through an array of educational programmes, expert coaching, and insightful mentoring. Our initiatives cover a broad spectrum of business and tourism topics, aiming to elevate industry knowledge and practices.

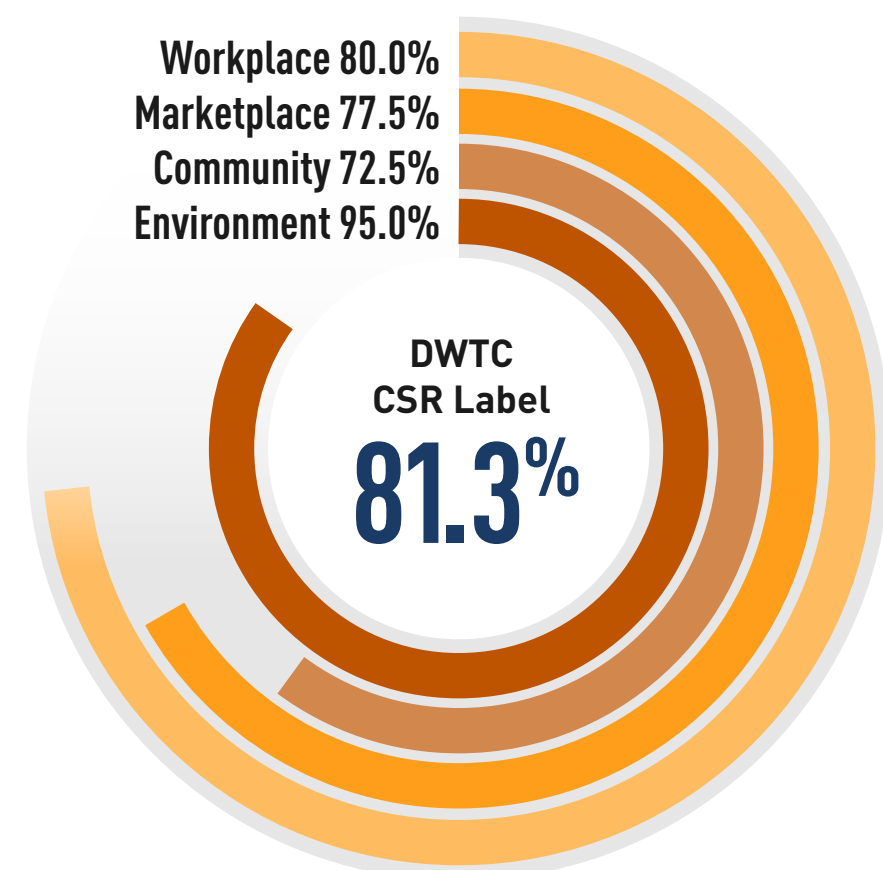
A notable example is the UFI Connect event, “Reopening Dubai for Business and Tourism,” which garnered acclaim for its industry best practices and forward-looking insights. We are proud to see our efforts positively impact our customers’ success and contribute to the evolution of the events and tourism sectors.

Our Impact on Community and Culture

Our commitment to community development and cultural preservation drives a range of impactful CSR initiatives locally and abroad. These efforts include charitable donations, adherence to ethical labour standards, environmental conservation, and active volunteerism, all aimed at enhancing the prosperity of local communities.

Our CSR efforts

In 2022, our dedication was recognised through the CSR Label from the Dubai Chamber of Commerce, awarded for our outstanding performance in four key areas: the workplace, the marketplace, the community, and the environment. DWTC achieved an impressive 81.3% of the maximum score, with our environmental initiatives highlighted as a significant strength.



Bridges of Giving

We actively support international relief efforts through charitable campaigns. DWTC organised the assembly and distribution of essential donations—food, clothing, hygiene products, and medical supplies—to communities in Pakistan, Turkey, and Syria.

Dubai Sports World CSR initiative

Our Dubai Sports World event has a dedicated Community Engagement Programme that offers workshops and amenities for seniors. Approximately 25 to 30 local elderly individuals participated in these activities in 2023, fostering social interaction and community connection.

DHA breast cancer initiatives and men's mental health

In partnership with the Dubai Health Authority (DHA), we hosted an event for International Breast Cancer Awareness Month. The event featured health check-up booths, aiming to raise awareness about breast cancer and the importance of early detection.

Supporting humanitarian and inclusive events

We demonstrate commitment to sustainability and social responsibility through support for events like the Emarat Alkhair Relief Campaign 2023, which focuses on humanitarian aid.



One Million Meal campaign

During Ramadan 2023, DWTC contributed 7,650 meals to the UAE Food Bank's "Million Meals Campaign", part of the "One Billion Meals" initiative led by His Highness Sheikh Mohammed bin Rashid Al Maktoum. We also hosted the Knowledge Forum for Food Safety Trainers, providing a platform for around 300 participants to exchange expertise in food safety.

Throughout 2023, we donated 22,500 kilograms of untouched food from events to charitable organisations. Our blood donation campaign was notably successful, supporting saving 243 lives. Additionally, in 2022, our collaboration with the charitable organisation Bait Al Khair Society resulted in the donation of approximately 180 kilograms of clothing, reflecting our ongoing commitment to social responsibility.

CSR Highlights: Projects with Emirates Environmental Group (EEG)

"One Root, One Communi-Tree"

DWTC proudly supported the "One Root, One Communi-Tree" initiative led by EEG. We collected 395 kilograms of aluminium cans and 2,150 kilograms of glass for recycling, qualifying us to plant 12 trees at the annual "For Our Emirates We Plant" event each December.

Can Collection Campaign

As part of the Can Collection Campaign, a major EEG recycling initiative, DWTC gathered 132 kilograms of aluminium for recycling. This campaign focuses on efficient waste management and resource conservation, while raising awareness of sustainable practices.

Recycle Reforest Repeat Project

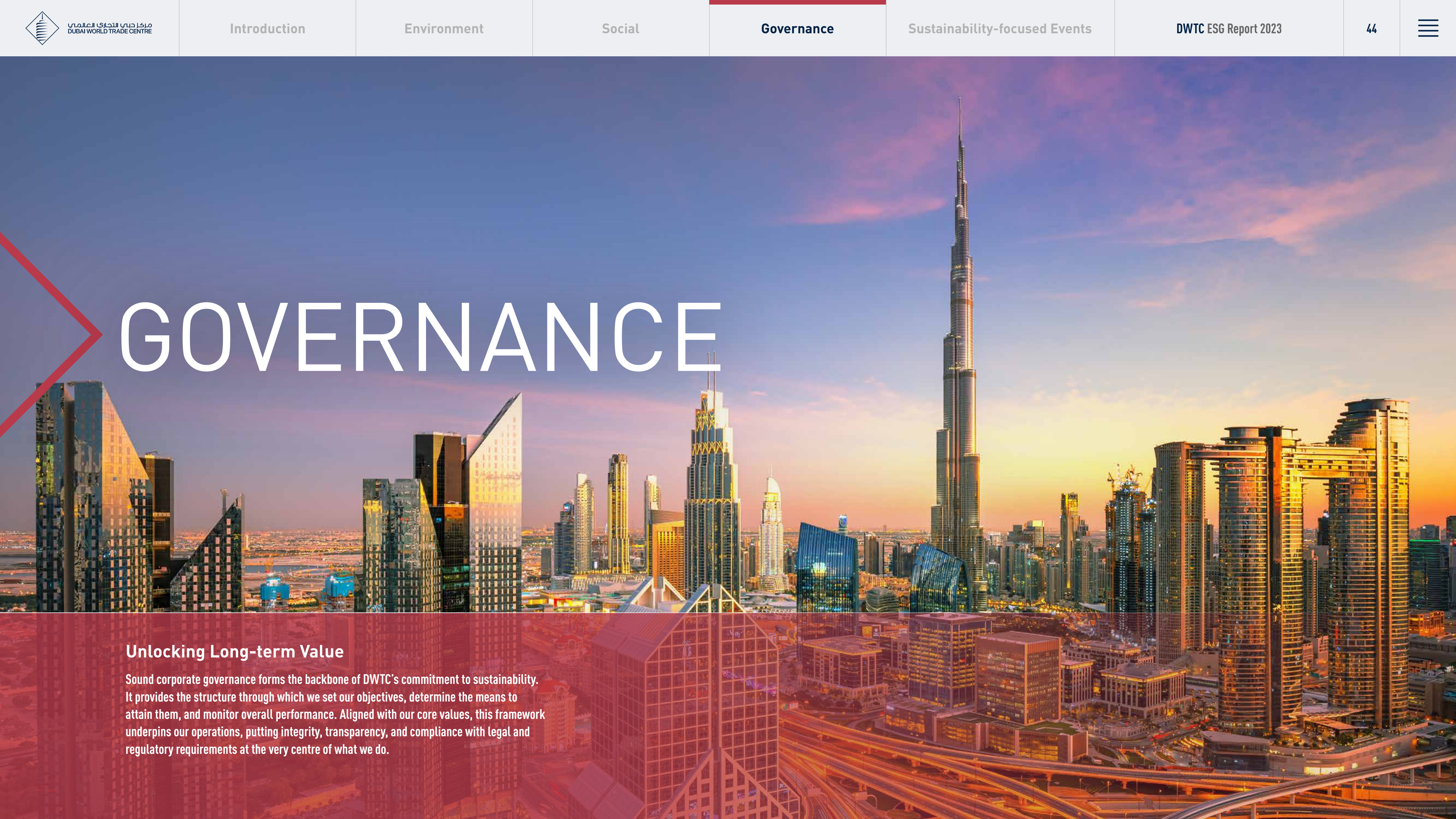
In collaboration with EEG, DWTC participated in the Recycle Reforest Repeat Project, aimed at paper recycling. For every 1,000 kilograms of paper collected, one tree was planted. We exceeded our target by collecting 18,303 kilograms of paper, resulting in the planting of 18 trees, highlighting our dedication to environmental stewardship.

"Clean Up the UAE" campaign

DWTC took part in the "Clean up the UAE" campaign, organised by the Corporate Social Environmental Responsibility (CSER) Committee of the Department of Economy and Tourism (DET) in partnership with EEG. This initiative, under the Ministry of Climate Change and Environment and the Ministry of Community Development, promotes the adoption of the "19 Sustainability Requirements" by hotels, focusing on community support, effective waste management, and public awareness of environmental protection.



DWTC employees participating in Clean UAE Campaign



GOVERNANCE

Unlocking Long-term Value

Sound corporate governance forms the backbone of DWTC's commitment to sustainability. It provides the structure through which we set our objectives, determine the means to attain them, and monitor overall performance. Aligned with our core values, this framework underpins our operations, putting integrity, transparency, and compliance with legal and regulatory requirements at the very centre of what we do.

DWTC Corporate Governance

Having a strong governance framework enhances our sustainability initiatives. By embedding sustainability considerations into our governance practices, we safeguard our operations against risks, fortify stakeholder confidence, and ensure alignment with our long-term sustainability strategy. Our current governance structure is composed of the Board of Directors as the highest governing body and a Chief Executive Officer. Through vigilant corporate governance, DWTC is poised to navigate sustainability challenges while capitalising on opportunities for sustainable growth.

Our policy instruments

DWTC implements a comprehensive suite of policies that collectively form the governance framework. They ensure every aspect of our operations aligns with our commitment to environmental and social responsibility. By integrating these principles into our core practices, we manage risks, maintain operational continuity, and foster a culture of ethical conduct and transparency.



DWTC ESG Governance cont.

Governance structure

In 2023, DWTC launched its first materiality assessment as part of our sustainability strategy to identify key focus areas. We started developing targeted initiatives, KPIs, and objectives for each material topic. To meet and exceed our sustainability goals, we have established a robust governance structure.



DWTC Board:

The Board is responsible for approving ESG governance structures, endorsing key sustainability priorities, and ensuring alignment with the organization’s long-term strategic objectives.

DWTC CEO:

The DWTC CEO provides strategic oversight and ensure alignment of ESG initiatives with the overall business objectives and long-term vision of DWTC. Their responsibilities include approving ESG policies and major initiatives, allocating resources and ensuring necessary budget is available for ESG projects, reviewing and approving the ESG roadmap and KPIs, and overseeing compliance with ESG regulations and global standards.

ESG Steering Committee:

The ESG Steering Committee provides cross-functional leadership and governance for the development and execution of Sustainability strategies across the organisation. Its responsibilities include reviewing and guiding the development of ESG initiatives and projects, ensuring ESG targets are met by aligning departmental activities with the overall strategy, facilitating collaboration between different Business Units [BUs] for integrated ESG efforts, and monitoring and assessing the performance of ESG projects, making recommendations for improvement.

Head of ESG:

The Head of ESG leads the ESG agenda at DWTC, ensuring the implementation of the Sustainability strategy and coordination across departments. Their responsibilities include developing and updating the ESG strategy in alignment with corporate goals, coordinating with various committees and stakeholders to ensure smooth execution of ESG initiatives, reporting progress to the Management Committee and Steering Committee, and leading the ESG reporting process, including annual ESG reports.

ESG Core Team:

The ESG Core Team acts as the operational core team responsible for day-to-day management and implementation of Sustainability projects and initiatives. Their responsibilities include implementing ESG initiatives and ensuring project timelines are met, coordinating ESG data collection, monitoring, and reporting, engaging with internal and external stakeholders to advance ESG goals, and providing administrative support to the Head of ESG and the Steering Committee.

ESG Ambassadors:

The ESG Ambassadors act as advocates for Sustainability within their respective BUs and departments, ensuring that Sustainability practices are embedded across all operations. Their responsibilities include driving ESG initiatives within their departments and ensuring alignment with broader organisational goals, providing feedback and insights from their units to the ESG Steering Committee and Team, fostering a culture of Sustainability awareness and engagement among employees, tracking progress of ESG initiatives within their BUs and reporting outcomes to the ESG Core Team.

ESG reporting:

Building on our ESG Summary Report and 2023 ESG Report, we are committed to issuing regular ESG reports. By 2025, our reports will align with GRI and SASB standards, with future plans to include sustainable financial disclosures in accordance with IFRS S1 and S2.



ESG reporting:

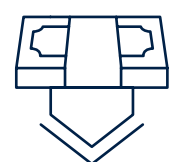
Building on our ESG Summary Report and 2023 ESG Report, we are committed to issuing regular ESG reports. By 2025, our reports will align with GRI and SASB standards, with future plans to include sustainable financial disclosures in accordance with IFRS S1 and S2.

Driving Economic Growth

As a prominent contributor to Dubai's economic growth, we align our efforts with the region's development goals, striving to make a positive impact. Our Economic Impact Assessment (EIA) Annual Report measures the financial contributions of our MICE operations to Dubai's economy. Based on an annual survey of approximately 50,000 visitors, the report evaluates the direct economic impact of our events, providing insights to enhance our services and support Dubai's continued progress.

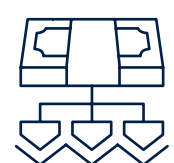
Approach and framework:

Our EIA examines the economic impact of large-scale events by analysing attendee spending and its contributions to Dubai's economy. Key findings include:



Direct impact:

Generated by DWTC, event organisers, exhibitors, and attendees.



Indirect impact:

Seen in related sectors through increased demand for services and goods, leading to job creation.



Induced impact:

Resulting from higher employment and income, which stimulates further spending in Dubai.



DWTC remains steadfast in its commitment to advancing Dubai's economic objectives and the D33 agenda, ensuring the emirate remains a forward-looking hub for emerging industries and technologies."



H.E. Helal Saeed Almarri

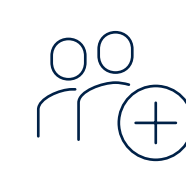
DG DWTC

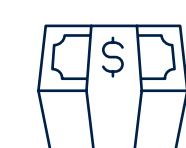


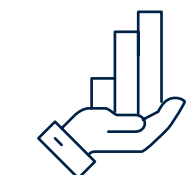
Economic impact:

In 2023, our 76 major events produced a total economic output of AED 18.28 billion (USD 4.98 billion), driven by the spending of 1.54 million attendees on event-related goods and services. This impact also supported 69,281 jobs in Dubai, contributing to a disposable household income of AED 3.4 billion (USD 915 million).

contributions to
 **76** LARGE-SCALE EVENTS
 (>2000 attendees)

 **69,000** ⁺ JOBS
 CREATED

 **AED 3.4** billion
 DISPOSABLE INCOME

 **AED 18.28** billion
 TOTAL ECONOMIC OUTPUT

 **AED 10.53** billion
 GROSS VALUE ADDED

Impact enhancement

International attendees spend significantly more than local attendees, resulting in a much larger economic impact. In 2023, international visitors made up 46% of the 1.54 million attendees and were responsible for 87% of the total direct spending of AED 9.4 billion (USD 2.57 billion).

Economic output by event type

Exhibitions, which made up 65 out of the 76 major events, contributed 95% of the Gross Value Added (GVA) of AED 10.5 billion. Conferences and association events, while fewer, contributed 2% and 3% to the GVA, respectively. Notably, Mega Events have an economic impact more than six times that of Medium Events and nearly four times greater than Large Events.



Driving Economic Growth **cont.**



Case Study:

The Dubai International Boat Show

The Dubai International Boat Show is a key event in the maritime industry, attracting over 600 exhibitors from more than 50 countries to showcase the latest in boats, yachts, and marine technology.

The 2023 Dubai International Boat Show, sponsored by the Khalifa Fund for Enterprise Development, highlighted the need to support SMEs in the maritime sector in order to foster innovation and growth. It supported six UAE-based companies: Ultra Marine for Ships & Boats Trading, Zarco Contracting & General Maintenance, Bahara Trading, RM Industry, Ibhar Smart Marine Management, and Asateer. The companies represent various sectors of the maritime industry, such as boat manufacturing, marine management services, and handcrafted product design.

The show also focused on sustainable innovations within the yachting industry. Leading yacht manufacturers and exhibitors showcased eco-friendly materials, electric engines, and other solutions to minimise environmental impact. The event highlighted the industry's commitment to ocean protection and the growing demand for environmentally sustainable yachts, with several emerging energy technologies on display.



Prioritising an Ethical, Green Supply Chain

Sustainability procurement policy

Recognising the significant environmental and social impact of the events industry, we are promoting an ethical, green, and resilient supply chain. Our Sustainable Procurement Policy embodies this approach, providing a clear framework for the responsible acquisition of goods and services. It emphasises environmental responsibility, cultural sensitivity, ethical practices, and transparent dealings, ensuring that our procurement decisions align with our dedication to sustainability and positive change within the industry. This policy aids us in:

- Aligning procurement with customer needs and DWTC's growth and value creation.
- Safeguarding people, the DWTC brand, and its reputation while positively impacting the community and environment.
- Excluding products from unsustainable sources, prioritising reusable and recycled goods, and effectively managing waste.

The procurement process at DWTC integrates sustainability by requiring business units (BUs) to request sustainable alternatives, which are then facilitated by the P&C department. We are implementing and setting organisation-wide sustainable procurement goals, with an annual review process to keep them up to date.

The policy covers aspects of environmental responsibility, socio-economic responsibility, and governance.

Environmental responsibility

Sustainable materials & waste reduction:

We emphasise the use of recyclable and non-toxic materials and encourage suppliers to reduce waste and recycle in line with a circular economy.

Local sourcing: To cut transport-related emissions and support our local economy, we prefer locally sourced goods and services and expect suppliers to do the same.

Carbon footprint reduction: We promote energy and fuel efficiency to lower greenhouse gas emissions. Suppliers are urged to use energy-saving equipment, optimise energy use, and adopt renewable energy in production. For distribution, eco-friendly transport and route optimisation are recommended to minimise logistics emissions.

Socio-economic responsibility

Local sourcing & SME support: We prioritise local sourcing to enhance the UAE's economy and integrate Small or Medium Enterprises (SMEs) into our supply chain for the prosperity of the community.

Ethical sourcing & fair trade: We partner with ethical suppliers who are committed to fair trade and safe and respectful working conditions.

Diversity & inclusion: We value diverse workforces and inclusive environments, and choose suppliers that provide equal opportunities for everyone, including women and People of Determination.

Child labour policy: We enforce a strict ban on child labour in our supply chain, in line with international laws.

Anti-slavery measures: We have zero tolerance for forced labour, slavery, and human trafficking, and will cut ties with any supplier involved in such practices.

Fair wages & working hours: We require suppliers to adhere to legal standards for wages and labour hours, with proper records, and we will cut ties with non-compliant suppliers.



Prioritising an Ethical **Green Supply Chain** cont.

Governance responsibility

Supplier code of conduct: Suppliers are required to agree to DWTC’s Code of Conduct when registering and reconfirm upon renewal.

Transparency and ethics: Employees sign annual disclosures to prevent conflicts of interest and adhere to the Code of Conduct.

Whistleblowing policy: A policy for reporting misconduct anonymously is provided to suppliers to protect DWTC and its stakeholders.

Legal compliance: Suppliers must meet ethical and legal standards, with DWTC enforcing compliance through audits and reviews, and acting against non-compliance.

Supporting local suppliers

Our supplier qualification process is firmly rooted in our Code of Ethical Conduct, which sets clear expectations for suppliers to adhere to the highest ethical principles. In collaboration with Dubai’s Department of Economic Development, we prioritise engagement with local suppliers and direct a significant portion of our procurement spend towards local companies, with a particular focus on supporting SMEs. To enhance their competitiveness, we provide SMEs with a preferential pricing during the selection process.

We remain up to date with the latest sustainable products and services via the Tejari eSupply online portal, ensuring that our selection process aligns with our procurement policy. Our partnerships with local farms such as Al Sallal, Manbet, Barakat, and Taza increase local sourcing and promote sustainability in our operations.

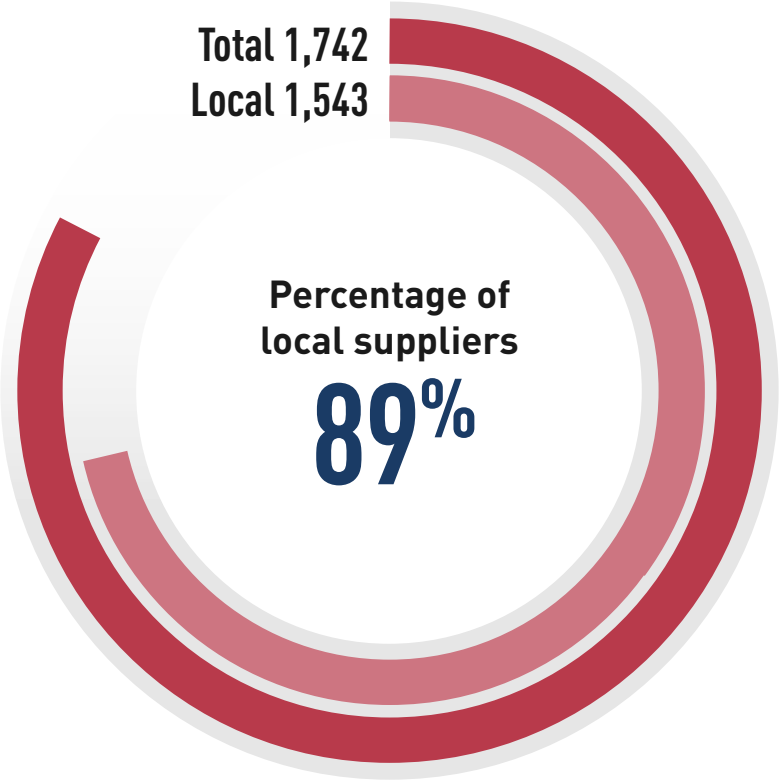
Key initiatives

In line with our sustainable procurement policy, we have implemented several key initiatives:

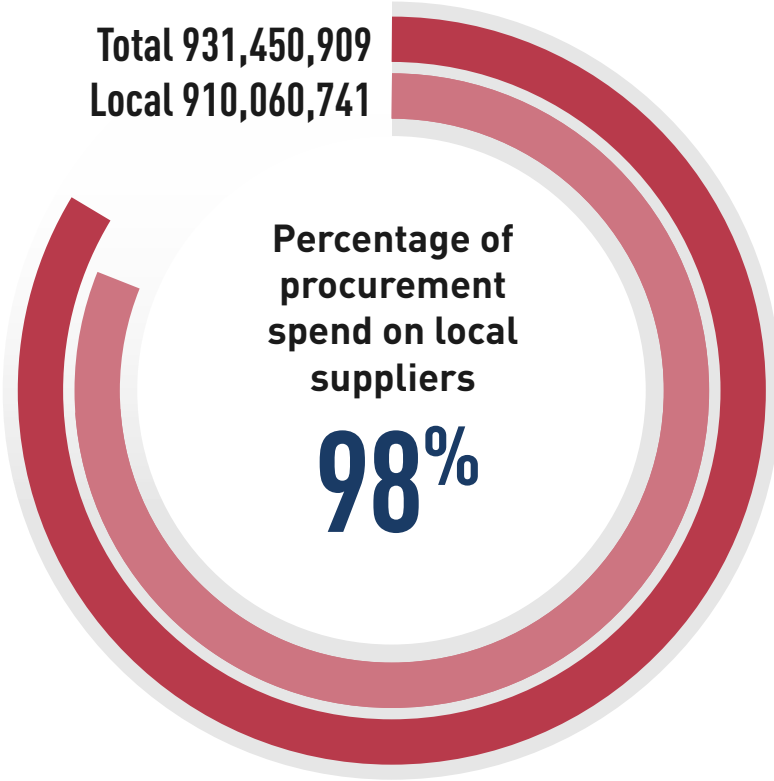
- Transitioned to Greenspun yarn T-shirts for uniforms, reducing plastic waste.
- Introduced green meeting packages to lower environmental impact.
- Sourced coffee and tea exclusively from certified organic suppliers.
- Expanded menu options to include a variety of vegan and vegetarian dishes.
- Adopted environmentally friendly chemicals for maintenance, enhancing sustainability.
- Utilised biofuels as a cleaner energy alternative.
- Installed bottle recycling machines to encourage recycling efforts.
- Achieved ethical procurement certification from The Chartered Institute of Procurement & Supply (CIPS).
- Conducted thorough supplier audits to ensure compliance with COP28 sustainability standards.

Key Performance Indicators (KPIs) 2023

Total number of suppliers (#)



Total expenditure on purchases (AED)



DWTC is dedicated to upholding the highest standards in procurement. We take immense pride in this recognition by CIPS, which reaffirms our unwavering commitment to robust and ethical procurement practices and is an acknowledgement of our adherence to global procurement benchmarks.”



Jason Tranter
 Associate Vice President of
 Procurement and Contracts at DWTC

Prioritising an Ethical **Green Supply Chain** **cont.**

Supplier evaluation procedure

Our evaluation procedure assesses suppliers on multiple factors, such as preference for sustainable alternatives for common materials, required certifications, status as a small or medium-sized enterprise (SME), and adherence to DWTC's sustainability guidelines. Key components of this evaluation are disclosed within the Request for Quotation (RFQ) to maintain transparency and foster open dialogue.

Guidance on sustainable products, materials, and services

Our procurement policy prioritises sustainable substitutes for traditional goods and services. It includes using recycled materials for construction, stands, packaging, office papers, toner, and consumable products. We encourage using certified materials approved by Dubai Municipality and accredited by Dubai Central Laboratory for flooring sources, alternatives for single-use plastics, and non-toxic materials for room amenities. The policy also recommends sustainable equipment certified by Electronic Product Environmental Assessment Tool (EPEAT) or Energy Star, and the use of sustainable fleets such as biofuels, electric cars, and hybrid cars for transportation. Minimum certification requirements include ISMS (ISO 27001) and ICV Certification.

Supplier selection and evaluation

DWTC emphasises eco-friendly procurement when issuing Requests for Quotations (RFQs) or searching for new suppliers. The Supplier Evaluation Procedure, designed for registered suppliers through the Procurement and Contracts department, utilises three sustainability supply evaluation criteria: Local Content & SMEs, Products & Materials, and Environment, Social & Governance. Suppliers with higher sustainability scores receive a pricing benefit based on their sustainability price advantage scores. This procedure is regularly updated to stay current with evolving sustainability standards and DWTC goals.



Risk and Crisis Management

DWTC conducts a comprehensive risk assessment to identify potential threats across various domains, including personnel-related risks such as health and safety concerns, staffing challenges, and information security breaches; environmental risks like climate-related impacts and potential leakages; economic risks from natural or man-made disasters and equipment or system failures.

Our risk management framework significantly enhances our ability to achieve business objectives by managing business processes. It improves compliance, reporting, and governance while simultaneously strengthening and streamlining controls. This enhances our operational effectiveness and efficiency, ensures the productive use of resources, and minimises financial losses. Ultimately, our risk management practices strengthen DWTC's resilience and ensure business continuity, safeguarding our operations against unforeseen challenges.



Approach to Risk Management



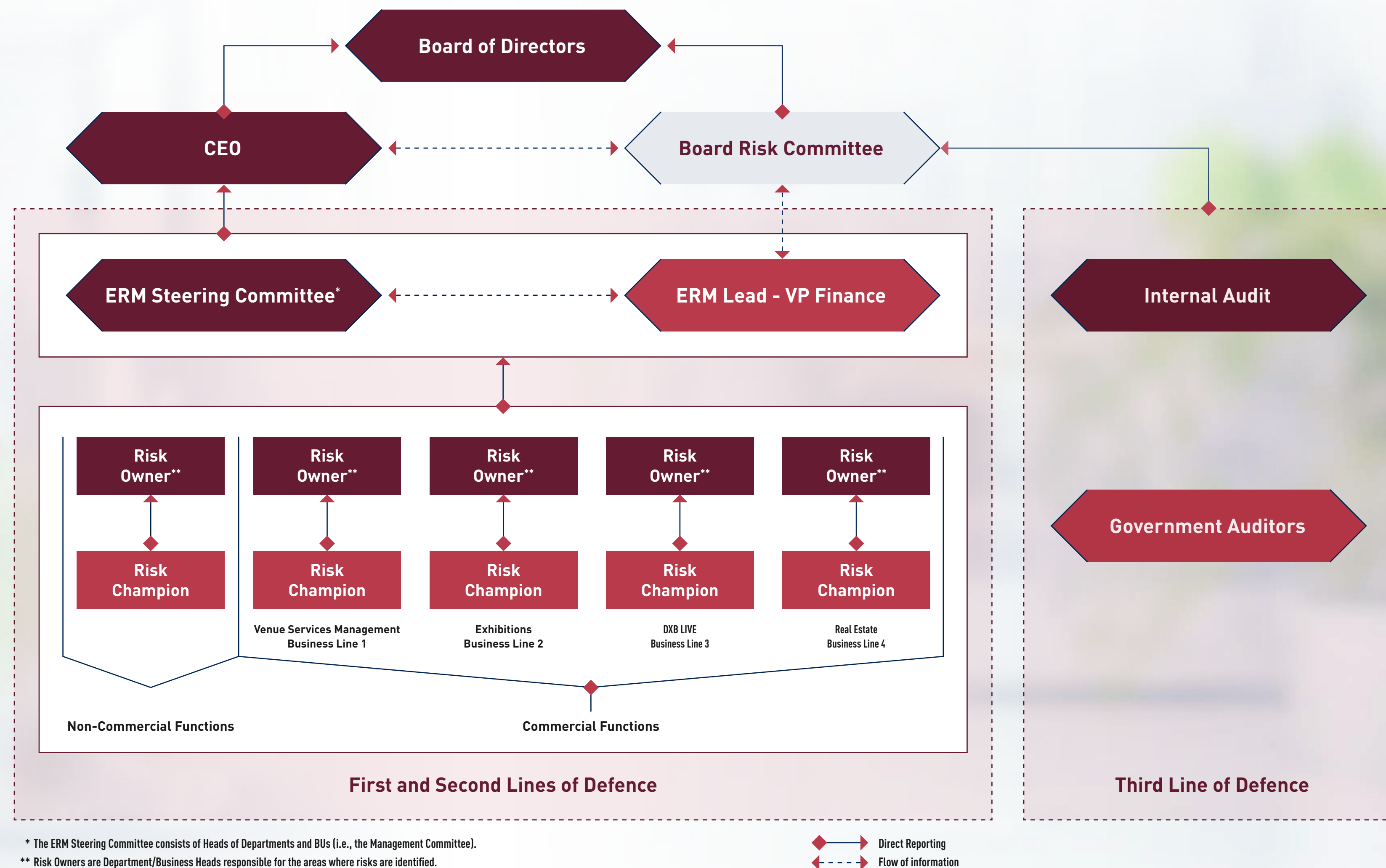
Risk and Crisis Management **cont.**

Enterprise Risk Management (ERM)

The ERM policy defines DWTC's overall ERM practices and governance, forming the foundation for relevant stakeholders to manage decision-making and risk capability. Supported by the ERM Procedure, it details risk management activities, governance, roles and responsibilities, risk categories, and fraud risk assessment processes.

ERM oversight lies with the Board of Directors, with delegated responsibility to the Board Risk Committee. The ERM Steering Committee, led by the CEO in collaboration with the ERM Lead, drives ERM implementation. Risk owners manage specific risks and control their departments/BUs, while risk champions serve as main focal points.

In alignment with the UAE's nationwide sustainability agenda, we have identified ESG risks as part of the ERM risk register. Climate change and sustainability are indexed as high risk, prompting the development of the DWTC Carbon Calculator Tool to track, monitor, and set mitigation targets for GHG emissions.



Risk and Crisis Management cont.

Business Continuity Management (BCM)

We protect our organisation against all types of disruption, reducing the likelihood of incidents and enabling swift response and recovery from any that may occur. To achieve these goals, we have developed and implemented, and are continuously reviewing and improving a comprehensive organisation-wide Business Continuity Management Policy and System (BCMS).

Our BCMS is aligned with ISO 22301:2019 requirements to guarantee the resilience of our operations, safeguard our reputation, and maintain the trust of our stakeholders. It encompasses strategies, processes, and procedures that enable us to minimise the impact of disruptions, maintain critical functions, and swiftly recover to normal operations. Every employee, vendor, and other third party is expected to actively contribute to the success of our BCMS, to ensure it remains aligned with industry best practices and responsive to emerging threats and challenges.

As part of our BCMS, we have developed an impact matrix that evaluates the severity of potential disruptions based on their impact on DWTC’s finances, operations, health and safety, legal and compliance, and reputation.

Performance Monitoring Procedure

The BCMS Performance Monitoring Procedure outlines how our Business Continuity Management processes align with DWTC’s objectives as specified in the BCMS Policy, documented Business Continuity Plans (BCPs), BCMS Framework, ISO 22301, and NCEMA Standards and Guidelines. This procedure identifies opportunities for improvement within the BCMS, ensuring the effectiveness of BCPs and the overall BCMS framework at DWTC. Lastly, we aim to achieve BCMS certification in 2024 for strong business continuity practices.

Internal control

Our strong internal control system provides assurance to our various stakeholders. The Internal Control Policy governs decision-making at DWTC, focusing on internal control, reporting, and compliance. The policy is accessible to all employees and available on our intranet.

DWTC’s internal control policy works in conjunction with the following documents:

- ◆ DWTC Corporate Governance Framework
- ◆ DWTC Anti-Fraud Policy
- ◆ DWTC Board of Directors Code of Conduct
- ◆ DWTC Internal Audit Charter
- ◆ DWTC Board Sub-Committees Mandate
- ◆ DWTC Delegation of Authority (DOA) Matrix
- ◆ DWTC Policies and Procedures
- ◆ DWTC Enterprise Risk Management Policy and Framework

The policy identifies five components of internal control:



Control environment:
Sets the tone for the organisation, including integrity, ethical values, and competence of personnel, as well as management’s philosophy and operating style.



Risk assessment:
Involves identifying and analysing relevant risks to achieving objectives, forming a basis for determining how to manage and mitigate risks.



Control activities:
Policies and procedures that help ensure management directives are carried out, including approvals, authorisations, verifications, reconciliations, and reviews of operating performance.



Information and communication:
Ensures the timely and accurate flow of information, both internally and externally, supporting transparency and informed decision-making.



Monitoring:
Involves assessing the performance of the internal control system over time through ongoing monitoring activities or separate evaluations, such as audits and reviews.

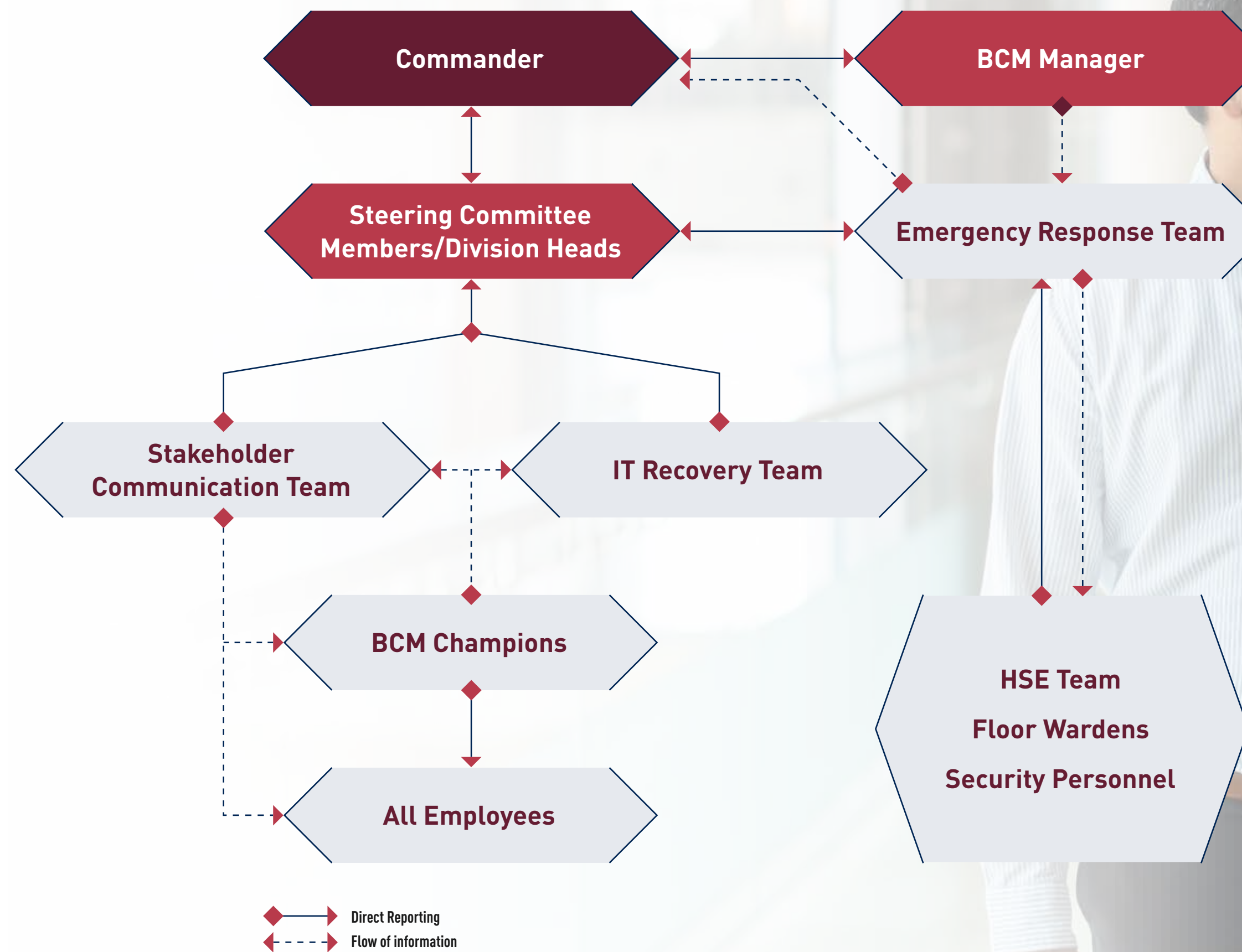
DWTC Corporate Governance cont.

Crisis Management and Communication Plan (CMCP)

The CMCP outlines our strategic approach to potential disruptions, from minor operational issues to major emergencies. Our Business Continuity Plans (BCP) are designed to swiftly address and minimise the impact of such incidents. The CMCP provides a comprehensive framework for crisis stabilisation, emergency response, and effective communication, ensuring the well-being of individuals and the continuity of business operations. It also details a crisis communication strategy to manage stakeholder interactions and safeguard our reputation during critical events.

The CMCP prioritises the safety of human resources in the event of a disaster, assuring a timely and appropriate response to incidents. It outlines procedures for invoking and revoking the BCP and IT Disaster Recovery (ITDR) plan, managing crisis communication and escalation, returning to normal business operations, and minimising the chance of disaster recurrence.

The chart below provides an overview of the Business Continuity Teams and their correlation with the Commander and BCM Steering Committee.



DWTC Corporate Governance cont.

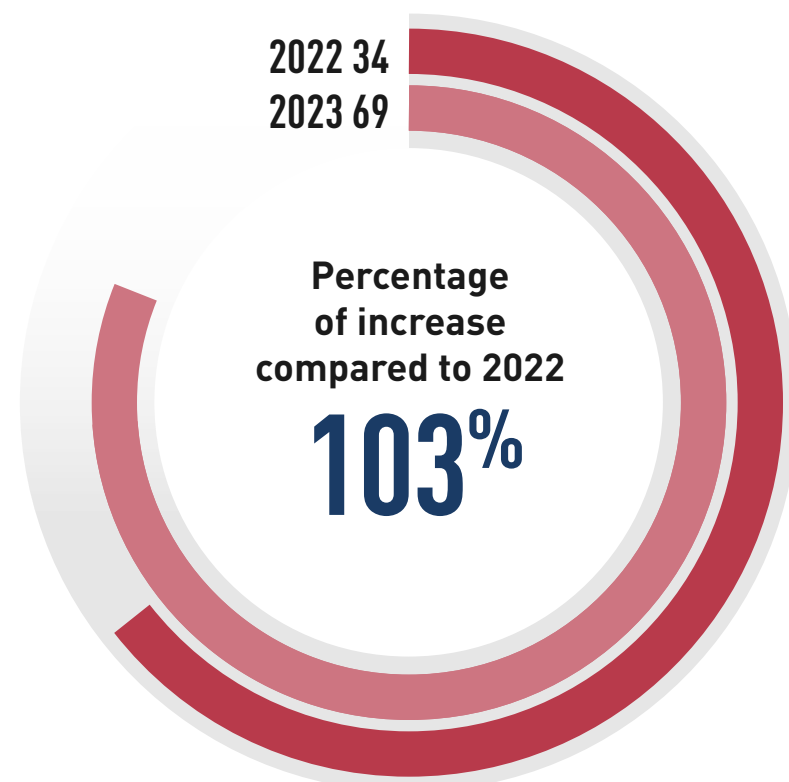
Cybersecurity and Data Privacy

Cybersecurity and data privacy are essential to protect the digital infrastructure and sensitive information of our centre. Effective management of these areas can lead to positive outcomes such as economic growth, job creation, and preservation of human rights, while promoting environmental sustainability and privacy protection. Conversely, inadequate measures can result in economic and job losses, environmental damage, privacy violations, and human rights abuses.

To strengthen and safeguard cybersecurity and data privacy, we implement strong data protection standards, comprehensive cybersecurity measures, clear privacy policies, and a proactive incident response plan. To prevent or mitigate potential negative impacts, we conduct risk assessments, implement security controls, provide employee training and awareness programmes, and perform third-party due diligence. In case of negative impacts, incident response plans are activated, timely notifications are issued, remediation efforts are undertaken, and legal and regulatory compliance is ensured.

To sustain beneficial impacts, we engage in continuous improvement, stakeholder engagement, transparency, and accountability, and invest in innovation. The effectiveness of these actions is tracked through KPIs, security audits and assessments, incident response testing, vulnerability management, and evaluations of user awareness and training programmes. Regular compliance audits are also conducted to ensure adherence to standards.

Number of employees who underwent cybersecurity trainings (#)



Emerging technologies

During 2023, we have made commendable progress in cybersecurity and data privacy. By adopting advanced security technologies such as artificial intelligence (AI), machine learning (ML), and behavioural analytics, we have significantly improved our threat detection and response capabilities. Our data privacy measures have been fortified with updated policies, protective actions, and transparency. Additionally, we have broadened our incident response capabilities to swiftly address and neutralise cyber threats, preparing ourselves through regular drills and protocol enhancements.

Stakeholder engagement

At DWTC, our proactive approach to data privacy and cybersecurity is driven by active engagement with various stakeholders. Through customer surveys, feedback forms, and focus groups, we explore the concerns and expectations of our customers, guiding improvements in privacy standards and security measures. By seeking employee feedback through channels such as meetings and surveys, DWTC gains insights into the internal perspective of cybersecurity, helping to develop targeted training and awareness initiatives. Furthermore, we maintain compliance and stay ahead of the curve by communicating with regulatory authorities and industry associations, keeping up to date with the latest regulatory requirements and industry standards. This multi-faceted stakeholder engagement strategy is an integral part of DWTC's ongoing commitment to protecting customer data and fortifying the security of key information.

DWTC Corporate Governance cont.

 Case Study:
 Implementation of Multi-Factor Authentication (MFA)

We recognised the need to enhance the security of DMT’s network and systems, especially for employees accessing resources remotely. As cyber threats grow and unauthorised access attempts become increasingly sophisticated, it is important for us to implement solid security measures to protect sensitive data and maintain business continuity.

The Challenge: When we decided to implement multi-factor authentication (MFA) for remote access, there were concerns about the potential impact on the user experience. Employees were apprehensive about the additional authentication steps, fearing that MFA would complicate the login process and slow down their productivity. This challenge highlighted the need for a solution that balanced enhanced security with ease of use.

The Solution: We initiated a series of user training and support programmes to educate employees on the importance of MFA and guide them through the new login process. We also selected user-friendly MFA solutions that minimise friction during authentication. A pilot test was conducted to gather employee feedback, which was then used to refine the implementation strategy.

The successful implementation of an automated remote authentication system at DWTC has significantly reduced unauthorised access attempts and enhanced the overall security status of our organisation. Employees adapted to the new system, recognising that MFA is a necessary and effective measure for secure remote access. This project, implemented internally with the support of IT Champions, exemplifies DWTC’s commitment to advanced security practices and its proactive approach to protecting against cyber threats.

The effectiveness of MFA is evaluated using various metrics, including the Number of Security Incidents, Mean Time to Detect (MTTD) and Mean Time to Respond (MTTR), Return on Investment (ROI) for Security Investments, Percentage of Critical Systems Patched, Employee Security Awareness Score, and Compliance with Data Protection Regulations.



SUSTAINABILITY-FOCUSED EVENTS

DWTC's Sustainability Initiatives

The global MICE industry has been engaging in meaningful dialogue to transition the MICE sector to a greener future. This involves adopting green practices to reduce the environmental footprint of large-scale events. DWTC has been at the forefront of this movement, hosting sustainability-focused events that are highlighted in this chapter.

GITEX Global 2023

The 43rd edition of GITEX Global, DWTC's landmark technology innovation event, took place at DWTC's DICEC (Dubai International Exhibition and Convention Centre) from 16 to 20 October, 2023. The five-day event showcased the latest advancements in artificial intelligence, virtual and augmented reality, 5G, smart cities, and robotics, with spin off segments GITEX Impact and Future Urbanism.

Leaders of Impact Summit

This summit served as a crucial platform for sustainability leaders across various sectors to accelerate their transition to eco-friendly digital enterprises. It focused on strategies for governments and businesses to drive sustainable innovation.

Global Sustainable Investment Forum

The forum provided a unique stage to promote sustainable finance and investment approaches, balancing economic growth with ecological and social progress. It supported financial institutions and investors in effectively managing climate-related risks.

Chief Procurement Officers Forum

An essential gathering for industry leaders, this forum explored the integration of sustainability into procurement strategies, fostering discussions on best practices and innovative solutions.

NetZero Venture Capital Forum

Addressing the challenges and opportunities within the climate tech startup ecosystem, this forum offered insights and strategies to drive forward-thinking investments and developments.



GITEX Global 2023 cont.

Future Urbanism

Future Urbanism brought together the world’s leading decision-makers, urbanists, planners, mega-project developers, innovators, and thought leaders. The goal was to foster insightful discussions, tackle urban complexities, and advocate for strategies and initiatives that will shape sustainable urban landscapes for the future.



As a committed host, DWTC spearheaded a range of initiatives to enhance the event’s sustainability.

These initiatives focused on seven key areas:

- ◆ Reducing our carbon footprint through energy-efficient and renewable practices.
- ◆ Conserving resources by cutting energy and water use and managing waste responsibly.
- ◆ Sourcing ethically and locally, prioritising eco-friendly suppliers.
- ◆ Promoting fair labour practices, work-life balance, sustainable transport, and professional development.
- ◆ Enhancing customer experience and customer experience and satisfaction.
- ◆ Engaging in community initiatives for economic and social benefits.
- ◆ Upholding integrity with transparent and responsible governance.

GITEX Global 2023
 cont.

DWTC’s Approach to Sustainability Operations

Energy and emissions

The event was hosted in our Zabeel and Sheikh Rashid Halls, both powered by rooftop solar panels, utilising over 77.5 MWh of renewable energy.

Learning from previous experiences, we made significant improvements in 2023. We replaced PVC sheets with 50 mm sandwich panels in our tents, reducing heat gain and significantly lowering cooling loss. This resulted in a 79.5% reduction in energy waste and decreased our cooling loss from 643 kW to 51 kW. Additionally, all chafing dishes were equipped with Eco-burners, reducing buffet-related emissions by 78%.

Our premier waste reduction initiative at GITEX was partnering with The Waste Lab for a composting project. This women-led, Dubai-based startup transforms food waste into nourishing compost, supporting local soil, agriculture, food, and employment opportunities. All uncontaminated food waste generated by the event was segregated and sent for composting instead of landfill.



Al-Mustaqbal rooftop solar panels

Waste management

GITEX Global implemented strategic waste management initiatives to significantly reduce the event’s environmental impact. Emphasising a circular economy, these initiatives focused on waste reduction, segregation, recycling, and overall minimisation of the exhibition’s ecological footprint.

- Waste reduction initiatives:

 - Replaced single-use plastic film with reusable covers for food transportation and used reusable cutlery and bamboo straws.
 - Used biodegradable jute bags instead of single-use paper bags and Fit Fresh biodegradable bottles for fresh juices.
 - Implemented reusable jars for condiments to eliminate individual wrapping.
 - Reused exhibition tents across events, saving 15,250 sqm of setup and maintenance work.
 - Used QR codes and electronic information boards to reduce paper consumption.
 - Provided refillable glass water bottles, with 1,497 bottles used during the event.
 - Collected attendee lanyards for reuse.
 - Used IKEA storage boxes to minimise cardboard usage and packaging waste.
 - Utilised sustainable packaging for all packed meals.
- Waste recycling and composting initiatives:

 - Diverted 10,866 kg of food waste from landfill, resulting in 543 kg of compost material.
 - Collected and composted 492 kg of coffee grounds.
 - Used smart bins and colour-coded bags for recycling cans, plastic, glass bottles, and Nespresso capsules.
 - Collected and recycled 420 kg of glass bottles and 320 kg of cans.
 - Recovered 17.9 kg of plastic, resulting in a 33.51 kg CO₂ reduction and 987 MJ energy savings.

GITEX Global 2023 cont.

Water conservation

GITEX Impact & Future Urbanism partnered with Ma Hawa to provide a sustainable water bottle alternative for attendees, utilising innovative air-to-water technology that meets EPA, FDA, and IBWA standards. Distributed bottles were also collected and recycled, using only 0.3 kWh per litre of water.



Social impact

Our social impact initiatives at GITEX 2023 focused on reducing food waste, providing training opportunities, and offering eco-friendly transportation options.

UAE food bank

We were mindful of food portions, ensuring minimal food waste at GITEX 2023. Untouched food was either distributed among staff members or donated to nearby food banks and charitable organisations. A total of 306 kg of untouched food was donated to the Tarahum charity foundation under the UAE Food Bank initiative. Additionally, we contributed 230 meals to a local food bank charity, further supporting those in need.

Our recycling efforts were equally robust, as we collected 144 kg of aluminium Nespresso capsules, 440 kg of glass bottles, and 160 kg of aluminium cans for processing.

Trainings and education

We hosted a series of educational and training programmes on sustainability during the event. These sessions aimed to raise awareness and provide attendees with the knowledge and skill sets needed to implement sustainable practices in their own environments.



Sustainable procurement

Our commitment to sustainability extended to our procurement practices with two main initiatives. Firstly, our menu was 54% plant-based, and we offered a sustainable buffet setup at the GITEX Impact event. Secondly, we procured recycled-material goods such as lanyards and 100% recyclable Al Ain plastic water bottles. These bottles were also collected for recycling after use.

Transport initiatives

To encourage eco-friendly transportation, we implemented the following:

- **Public Transport:** Dedicated kiosks were set up to sell Nol Cards, promoting the use of public transport among attendees.
- **Electric Limousines:** We offered electric limousines as an eco-friendly transport option for guests.
- **Shuttle Buses:** Provided Roads and Transport Authority (RTA) shuttle buses to help attendees reach popular destinations within the city, such as Dubai Mall and Deira City Centre.
- **Careem Bikes:** Offered on-site Careem bikes for event attendees, including promo codes to encourage their usage.

28th Conference of the Parties

We are proud to have hosted the 28th Conference of the Parties (COP28) at the Dubai Exhibition Centre (DEC), the conference's designated Blue Zone, from 30 November to 12 December. As a landmark event in the global climate change dialogue, COP28 inspired us to undertake a series of comprehensive and strategic sustainability initiatives, ensuring it served not only as a platform for international climate action but also as an event that set a new standard in sustainable event management.

Throughout COP28, we deployed advanced resource management systems for resource optimisation, harnessed renewable energy sources for carbon footprint reduction, and implemented rigorous waste reduction protocols, all contributing to a significantly reduced environmental footprint for the Blue Zone.

COP28's sustainability requirements were governed by two key standards:



ISO 20121:2012 for general sustainability excellence



PAS 2060 for achieving carbon neutrality.

DEC's Sustainable Operations

Energy and emissions

A Silver LEED certified building, DEC achieves energy efficiency through optimised HVAC systems, advanced LED lighting, and smart water-saving technologies, all integrated into a comprehensive energy management system. The result of this is sufficient power generation and cooling to enhance visitor comfort while maintaining a minimal environmental impact. Our engineering department played a key role in minimising carbon emissions, energy consumption, and water usage through targeted initiatives. Collaborating closely with the COP28 team, we managed to collect data on local commute, freight, utilities, deliveries, purchased goods & services, air travel, catering to track the event's carbon footprint.



Waste management

For COP28, DWTC's sustainability initiatives included a Waste Management Plan to significantly reduce landfill waste. Our venues featured tri-colour recycling bins for effective waste segregation, and barcode liners to track and reduce contamination. Specialised waste streams were created for general and food waste, with the latter being composted and the former sent to a waste-to-energy facility. Recyclables were dispatched to appropriate recycling centres. Energy and water-efficient cleaning equipment were used alongside eco-friendly chemicals, and our housekeeping staff received targeted training in environmental safety and waste management protocols.

GENERAL WASTE MANAGEMENT:

Generated

96 tonnes of
GENERAL WASTE

73% was sent to a waste treatment facility.

FOOD WASTE MANAGEMENT:

Collected

24,483^{kg} of FOOD WASTE

Composted

82% of the food waste,

producing

1,004^{kg} of compost.

Prevented

23,096^{kg} of CO₂e emissions through
COMPOSTING EFFORTS

28th Conference of the Parties **cont.**

Hospitality

Our Hospitality team upholds our commitments to sustainability. We executed a series of initiatives designed to enhance resource efficiency, reduce waste, and minimise our environmental impact during COP28. These efforts included:

- Replacing plastic bottles with glass bottles and aluminium cans
- Utilising biofuel for transportation
- Using eco-chafing dishes and eco-burners at buffets
- Donating 1,938 kg of untouched food
- Implementing carbon labelling on food items
- Using biodegradable packaging and cutlery
- Encouraging staff to commute to COP28 by bus or metro
- Implementing reusable buffet tags and digital signage for menus
- Providing nutritional and allergen information via QR codes
- Replacing single-use sachets with refillable containers

Lessons learnt at COP28

Hosting COP28 provided DWTC with valuable insights into scaling sustainable event infrastructure while improving operational efficiency. Our team implemented the following new initiatives during the event:

- Digital signage: Reduced paper waste and enhanced communication efficiency.
- Live plants: Improved air quality and added natural aesthetics.
- Chalk boards: Used for menus to minimise single use materials.
- Natural lighting: Conserved energy by maximising the use of daylight.
- Recycled carpet: Supported sustainability with carpets made from recycled materials.
- Water-based paint: Opted for low-VOC paints for a safer and more environmentally friendly alternative.
- Rental furniture: Offered rental furniture to minimise procurement and disposal impact.
- Sustainable stands: Utilised reusable and recyclable stands to minimise waste.



Future Event: Gulfood Green

DWTC is organising and is set to host the Gulfood Green event on the 24–26 September 2024. The Gulfood Green initiative is set to revolutionise the global food ecosystem by fostering dialogue and collaboration on sustainability. This dynamic platform will bring together key players to explore cutting-edge technologies, regulations, and evolving food consumer cultures.

The event's focus is on accelerating the adoption of innovative concepts and products, providing fresh perspectives on sustainable food production, trading, and consumption. Essential priorities such as reducing food loss and waste, advancing sustainability, enhancing health and nutrition, and mitigating environmental impacts will be central to the event. Additionally, the initiative will address critical issues like food security, strengthening supply chain resilience, and driving technological advancements. The event aims to create a more sustainable, efficient, and resilient food system for the future.

**GULFOOD
GREEN**
24-26 SEP 2024
DUBAI WORLD TRADE CENTRE

Green Terra Awards

The Gulfood Green Terra Awards are dedicated to honouring outstanding achievements in sustainability within the food and beverage industry. These awards celebrate the exceptional efforts of businesses and professionals who have demonstrated excellence in eco-friendly practices and environmental stewardship over the past year. Open to both exhibitors and visitors, the awards recognise a diverse range of sustainability champions across the entire F&B value chain.

Champions of Sustainability Categories



Gulfood Agrotech

Gulfood Agrotech is set to be a pivotal event, bringing together global stakeholders from the agricultural and food supply chains to explore cutting-edge technologies and pioneering strategies. Focused on overcoming developmental challenges and driving the transition to sustainable food systems, the event will highlight the adoption of advanced technology and the growing importance of food traceability and security.

In addition to these key discussions, the event will feature various talks and presentations:

- **Adapting to Climate Change:** Explore advancements in developing resilient crops that thrive in changing climates, with a focus on seed resilience and soil preservation.
- **Blockchain for Food Integrity:** Discover how blockchain is revolutionising food traceability, offering consumers transparent sourcing information.
- **Professional Networking Hub:** Connect with thought leaders and innovators, fostering collaborative efforts towards a more sustainable food industry.

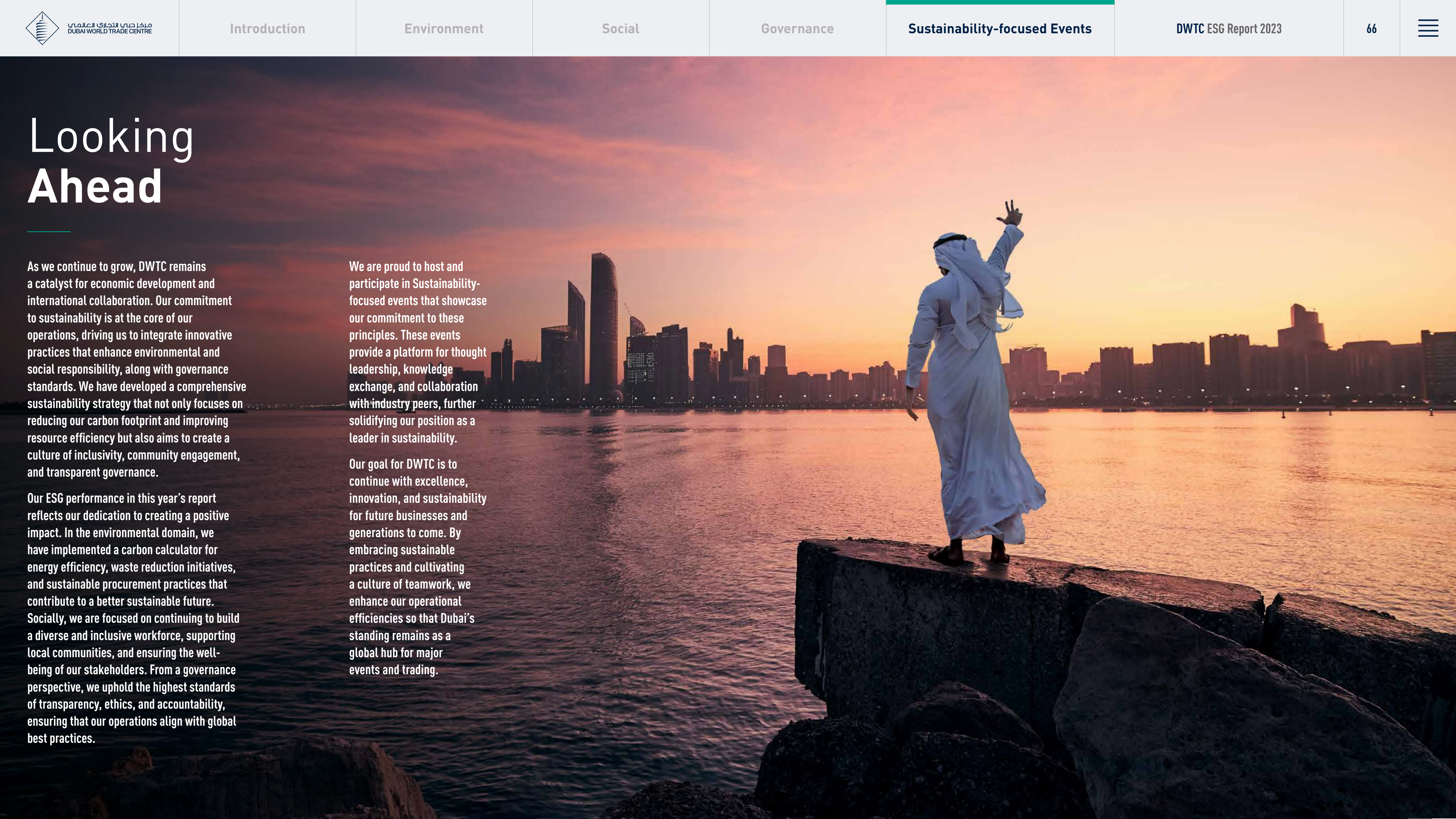
Looking Ahead

As we continue to grow, DWTC remains a catalyst for economic development and international collaboration. Our commitment to sustainability is at the core of our operations, driving us to integrate innovative practices that enhance environmental and social responsibility, along with governance standards. We have developed a comprehensive sustainability strategy that not only focuses on reducing our carbon footprint and improving resource efficiency but also aims to create a culture of inclusivity, community engagement, and transparent governance.

Our ESG performance in this year's report reflects our dedication to creating a positive impact. In the environmental domain, we have implemented a carbon calculator for energy efficiency, waste reduction initiatives, and sustainable procurement practices that contribute to a better sustainable future. Socially, we are focused on continuing to build a diverse and inclusive workforce, supporting local communities, and ensuring the well-being of our stakeholders. From a governance perspective, we uphold the highest standards of transparency, ethics, and accountability, ensuring that our operations align with global best practices.

We are proud to host and participate in Sustainability-focused events that showcase our commitment to these principles. These events provide a platform for thought leadership, knowledge exchange, and collaboration with industry peers, further solidifying our position as a leader in sustainability.

Our goal for DWTC is to continue with excellence, innovation, and sustainability for future businesses and generations to come. By embracing sustainable practices and cultivating a culture of teamwork, we enhance our operational efficiencies so that Dubai's standing remains as a global hub for major events and trading.



GRI CONTENT INDEX

Statement of use	Dubai World Trade Centre has reported with reference to the GRI Standards for the period January 1st to December 31st 2023
GRI 1 used	GRI 1: Foundation 2021

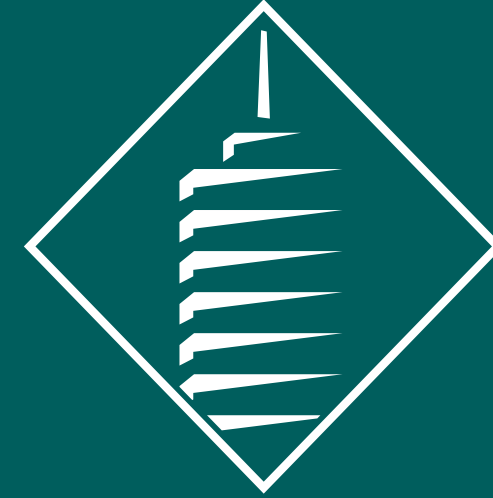
GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	Reasons for Omission
GENERAL DISCLOSURES			
GRI 2: General Disclosures 2021	2-1 Organisational details	Legal name: Dubai World Trade Centre LLC Nature of ownership and legal form: Limited Liability Company Location of headquarters: Sheikh Zayed Road, Dubai Countries of operation: United Arab Emirates	
	2-2 Entities included in the organisation’s sustainability reporting	p. 6	
	2-3 Reporting period, frequency and contact point	p. 6	
	2-4 Restatements of information	Not applicable since the 2023 ESG Report does not include restatements of information.	
	2-5 External assurance	No external assurance for 2023 report	
	2-6 Activities, value chain and other business relationships	p. 8	
	2-7 Employees	p. 33	
	2-8 Workers who are not employees	p. 33	
	2-9 Governance structure and composition	The governance structure consists of Board of Directors and a CEO, who serves as the Manager. There are 7 board members including the Chairman. All are male members, noting that having a female member is requirement for listed companies only.	
	2-10 Nomination and selection of the highest governance body	Not available	Confidential Information
	2-11 Chair of the highest governance body	Not applicable	Chair is not a senior executive of the organisation
	2-12 Role of the highest governance body in overseeing the management of impacts	The CEO is updated on a quarterly basis. The Board receives annual ESG updates and may request additional information as needed.	
	2-13 Delegation of responsibility for managing impacts	The CEO oversees the day-to-day operations of the company and holds further powers in accordance with the Delegation of Authority (DOA).	

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	Reasons for Omission
GENERAL DISCLOSURES cont.			
GRI 2: General Disclosures 2021 cont.	2-14 Role of the highest governance body in sustainability reporting	The CEO oversees the day-to-day operations of the company and holds further powers in accordance with the Delegation of Authority (DOA).	
	2-15 Conflicts of interest	Processes are always carried out in compliance with the applicable laws	
	2-16 Communication of critical concerns	This process is as per the applicable laws and DOA.	
	2-17 Collective knowledge of the highest governance body	All Board members possess advanced knowledge, skills, and expertise across multiple fields. Information on sustainable development is shared with them as needed.	
	2-18 Evaluation of the performance of the highest governance body	Not available	Confidential Information
	2-19 Remuneration policies	Not available	Confidential Information
	2-20 Process to determine remuneration	Not available	Confidential Information
	2-21 Annual total compensation ratio	Not available	Confidential Information
	2-22 Statement on sustainable development strategy	Sustainability is central to our long-term vision, underpinning our commitment to the UAE Green Agenda 2030.	
	2-23 Policy commitments	p. 45	
	2-24 Embedding policy commitments	p. 45	
	2-25 Processes to remediate negative impacts	p. 41	
	2-26 Mechanisms for seeking advice and raising concerns	The relevant business unit and Legal Department are available to assist with advice or concerns.	
	2-27 Compliance with laws and regulations	No fines were incurred.	
	2-28 Membership associations	Not available	
	2-29 Approach to stakeholder engagement	p.41	
	2-30 Collective bargaining agreements	Not applicable	
MATERIAL TOPICS			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p.15	
	3-2 List of material topics	p.15	
Employee Training, Attraction & Retention			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.40	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	p.33	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	p.40	
	401-3 Parental leave	p.34	

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	Reasons for Omission
MATERIAL TOPICS cont.			
Employee Training, Attraction & Retention cont.			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Not available	
	404-2 Programmes for upgrading employee skills and transition assistance programmes	p.28	
	404-3 Percentage of employees receiving regular performance and career development reviews	p.39	
Economic Impacts on Local Communities & SMEs			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.47	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	p.42	
	203-2 Significant indirect economic impacts	p.47	
Customer Experience & Satisfaction			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.41	
Community Development & Cultural Preservation			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.42	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programmes	p. 42	
	413-2 Operations with significant actual and potential negative impacts on local communities	In the coming years, DWTC will strive to report on any stakeholder engagements conducted as part of its operations to assess the impact of DWTC’s activities on the local community.	
Health, Wellness & Quality of Life			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.33	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	p.37	
	403-2 Hazard identification, risk assessment, and incident investigation	p.36	
	403-3 Occupational health services	p.40	
	403-4 Worker participation, consultation, and communication on occupational health and safety	p.37	
	403-5 Worker training on occupational health and safety	p.37	
	403-6 Promotion of worker health	p.42	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p.36	
	403-8 Workers covered by an occupational health and safety management system	All employees are covered by the OHS management system	
	403-9 Work-related injuries	p.36	
	403-10 Work-related ill health	p.36	

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	Reasons for Omission
MATERIAL TOPICS cont.			
Health, Wellness & Quality of Life cont.			
GRI 416: Customer Health & Safety 2016	416-1: Assessment of the health and safety impacts of product and service categories	All events are assessed to ensure that all safety aspects are covered, ensuring the delivery of safe and successful events	
	416-2: Incidents of non-compliance concerning the health and safety impacts of products and services	There have been no allegations of non-compliance with regulations or voluntary codes against DWTC.	
Waste			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.26	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	p.26	
	306-2 Management of significant waste-related impacts	p.27, 28, 29	
	306-3 Waste generated	p.26	
	306-4 Waste diverted from disposal	p.27	
	306-5 Waste directed to disposal	p.27	
Emiratisation			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.36	
GHG & Energy Consumption			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.19	
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	p.19	
	302-2 Energy consumption outside of the organisation	Data on supply chain energy consumption is currently unavailable.	
	302-3 Energy intensity	p.19	
	302-4 Reduction of energy consumption	p.20	
	302-5 Reductions in energy requirements of products and services	p.59-64	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	p.17,18	
	305-2 Energy indirect (Scope 2) GHG emissions	p.17,18	
	305-3 Other indirect (Scope 3) GHG emissions	p.17,18	
	305-4 GHG emissions intensity	p.17	
	305-5 Reduction of GHG emissions	p.18	
	305-6 Emissions of ozone-depleting substances (ODS)	Not applicable	
	305-7 Nitrogen oxides (NOx), Sulphur dioxide (SOx), and other significant air emissions	Not applicable	
Corporate Governance			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.55-57	
Risk & Crisis Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.52-54	

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	Reasons for Omission
MATERIAL TOPICS cont.			
Cybersecurity & Data Privacy			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.56	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints received	
Diversity & Equal Opportunity			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.34	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	p.33,34	
	405-2 Ratio of basic salary and remuneration of women to men	Not available	Confidential Information
Ethical, Green & Resilient Supply Chain			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.49	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	p.50	
Water Consumption			
GRI 3: Material Topics 2021	3-3 Management of material topics	p.23	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	p.24	
	303-2 Management of water discharge-related impacts	p.24	
	303-3 Water withdrawal	p.23	
	303-4 Water discharge	Not available due to the absence of a discharge metering system.	
	303-5 Water consumption	Not available	



مركز دبي التجاري العالمي
DUBAI WORLD TRADE CENTRE

With the environment in mind, we ask you not to print this document.
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An internal data review was conducted to validate the information presented in this sustainability report. This review was led by an independent internal team and involved close engagement with data owners across DWTC's departments. The process included verifying data collection methodologies, examining supporting documentation, and reviewing data disaggregation where relevant. Based on this assessment, the disclosed data has been found to be accurate, consistent, and a reliable representation of DWTC's ESG performance across its identified material topics. Any forward-looking statements are inherently subject to uncertainties and risks beyond DWTC's control, and actual results or outcomes may differ materially from those expressed or implied.

For more information on DWTC, please visit:

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