



مركز دبي التجاري العالمي
DUBAI WORLD TRADE CENTRE

ESG

Report 2024

About The Report

This ESG report provides an overview of Dubai World Trade Centre's (DWTC) sustainability performance for the period 1 January to 31 December 2024 and is prepared in accordance with the Global Reporting Initiative (GRI) standards.

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

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.

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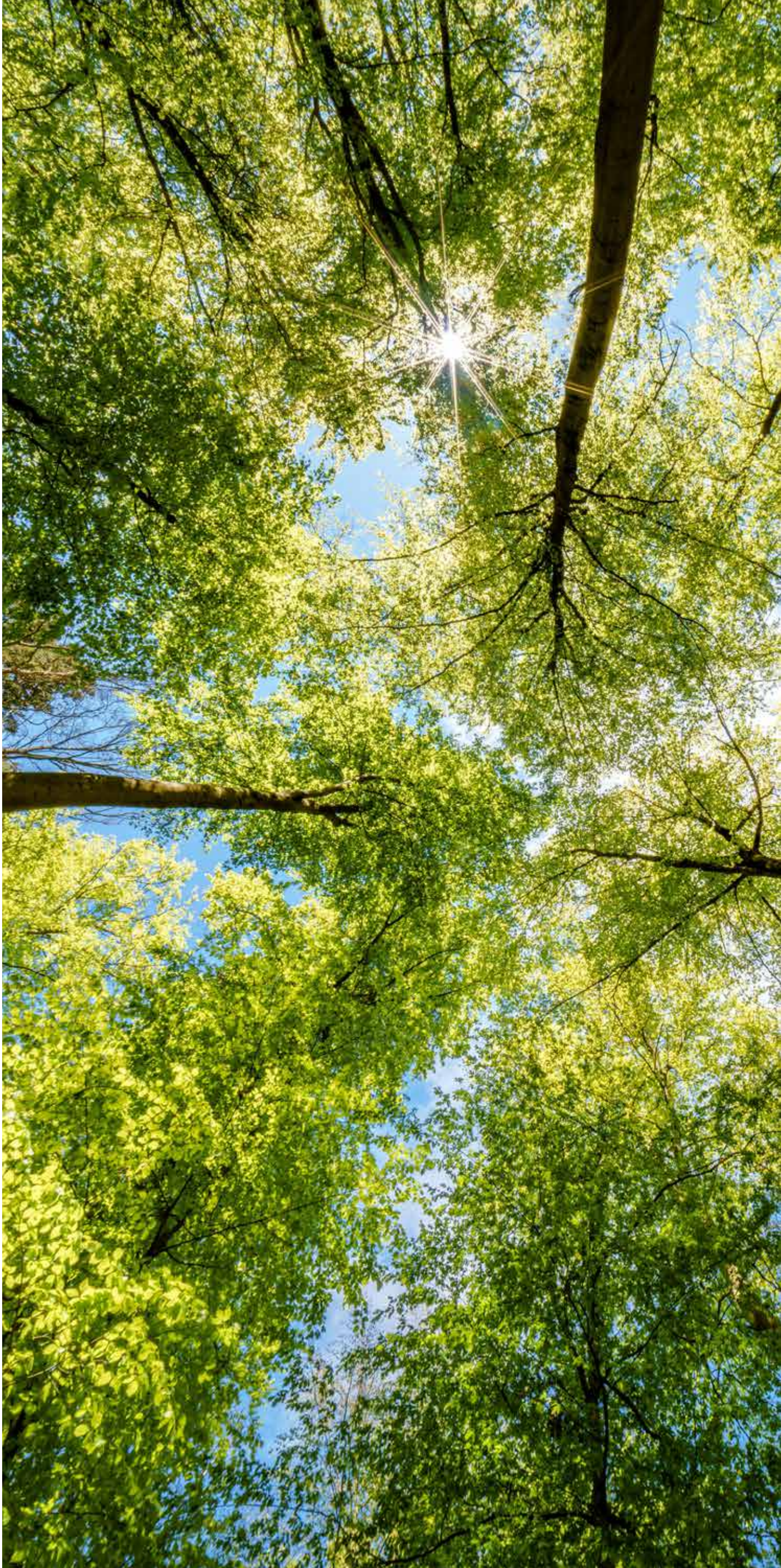
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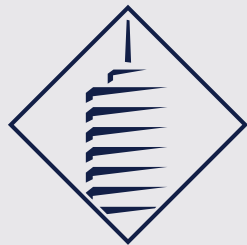
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A Message from our Director General

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It is with great pride that we present our 2024 ESG Report, reaffirming DWTC’s unwavering commitment to Environmental, Social, and Governance (ESG) principles. This report highlights the tangible progress we have achieved over the past year and illustrates how our sustainability strategy remains firmly embedded within our business planning and daily operations, driving measurable impact in alignment with both national and global sustainability objectives.

Our strategy is founded on three core pillars: alignment with government vision and strategies, setting a benchmark for sustainability within the Meetings, Incentives, Conferences, and Exhibitions (MICE) sector, and meeting public expectations around environmental responsibility. These pillars guide our efforts to reduce energy consumption, conserve resources and minimise waste across all DWTC activities. Importantly, our initiatives remain closely aligned with the UAE’s Net Zero by 2050 Strategy, the United Nations Sustainable Development Goals (SDGs), the Dubai 2040 Urban Master Plan and the Dubai Economic Agenda (D33), ensuring our contribution to wider sustainability ambitions.

In 2024, we announced and commenced the expansion of the Dubai Exhibition Centre (DEC), a key milestone aligned with Dubai’s ambition to become the world’s leading

business and events hub. Backed by a AED 10 billion investment, the project aims to double the number of large-scale events by 2033 and will establish the region’s largest indoor event venue. Designed in line with the Leadership in Energy and Environmental Design (LEED) standards, the expanded DEC will set a new standard for environmentally responsible venue infrastructure.

This year, DWTC had the privilege of hosting the World Green Economy Summit (WGES), bringing together global leaders to advance critical dialogue on sustainable economic practices. This landmark event, in addition to other sustainability events during the year, reaffirmed our commitment to sustainability and highlighted our role in fostering a future-focused, environmentally responsible MICE sector.

In parallel with our environmental efforts, we remain strongly committed to social impact. In 2024, we supported multiple pressing humanitarian causes, partnered with the International Charity Organisation and Dubai Autism Centre, and continued our long-standing collaborations with the UAE Food Bank and the Red Crescent among other initiatives to drive social impact.

Our commitment to sustainability has been recognised through a number of awards and certifications, including the Dubai Chamber of Commerce ESG Label, ISO 14001 for Environmental Management Systems, and the Green Globe certification.

This report reflects our ongoing journey towards achieving our ESG objectives and contributing to a more sustainable future. We thank you for your continued support and invite you to join us in driving meaningful change for our communities and the environment.



His Excellency Helal Al Marri
Director General - DWTC

2024 Business Highlights

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2.65 million
attracted visitors in 2024



100
large-scale (>2,000 attendees)
exhibitions and events

32% increase
year-on-year



Our large-scale events attracted

2.02
million visitors, with international
visitors accounting for

46%



Drove

AED 13.17 billion
in direct spending across
adjacent sectors



Generated
AED 22.35 billion
in total economic output
from large-scale events



Contributed
AED 13.04 billion
Gross Value Added (GVA) to Dubai's
GDP. For every AED1 spent, AED 7.7 in
economic output was generated citywide

Supported
85,533
jobs across the MICE ecosystem
and adjacent sectors



Our Business

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

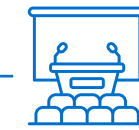
To advance Dubai as the world's leading business destination and the centre of tomorrow's potential.



Mission

We unlock a world of potential for businesses, communities, and employees, transforming ambitions into reality and fostering a sustainable future economy through world-class events and state-of-the-art venues, supported by a dynamic free zone and diverse real estate portfolio.

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.



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.



Real Estate & Asset Management

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



DEC's "Green First" Design

Overview

The Dubai Exhibition Centre (DEC) is undergoing a landmark AED 10bn expansion that will make it the region’s largest indoor events venue, aligned with Dubai’s Economic Agenda (D33) and the 2040 Urban Master Plan.

By 2031, DEC will offer over 180,000 sqm of contiguous exhibition space with 26 halls, enabling DWTC to double its number of events from 300 to 600 annually while hosting up to 50,000 visitors per day.

With LEED-certified sustainable design, state-of-the-art digital infrastructure, and seamless connectivity to Expo City Dubai and Al Maktoum International Airport, DEC is set to anchor Dubai’s position as a top-three global hub for business, tourism, and trade.



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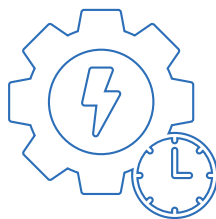
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Sustainable Design



Energy Efficiency

- High efficiency HVAC systems, advanced lighting controls, and energy saving LED fixtures
- Enhanced insulation and high-performance glazing to reduce overall energy consumption



Water Conservation

- Low-flow plumbing fixtures to minimise indoor water consumption
- Smart irrigation systems and drought-tolerant native plants to reduce outdoor water use



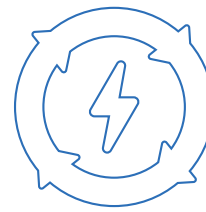
Sustainable Materials

- Locally sourced and recycled materials to reduce transportation-related emissions
- Low-VOC (Volatile Organic Compound) paints, adhesives, and finishes to support healthier indoor air quality



Construction Waste Management

- Construction waste management strategies to divert waste through recycling and repurposing



Renewable Energy Integration

- Integrated solar energy systems to help meet the operational power needs through renewable sources



Smart Building Management Systems

- Smart building management systems for real-time monitoring and control of energy use, water consumption, and indoor environmental quality

Our ESG Milestones and Achievements

2024 Sustainability Highlights

Environment



Transitioned to **B20 biodiesel** for silent generators, reducing reliance on conventional fossil fuels

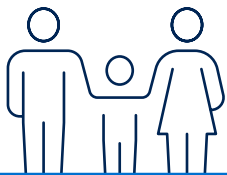
Decreased purchased cooling by **6%**

Achieved a 9.3% reduction in waste sent to landfill

Diverted 30% of total waste to a waste-to-energy facility

Increased on-site segregation of recyclables by **72%**

Social



Supported saving **369 lives** through our blood donation campaign

Raised AED 1.57 million in humanitarian aid for Lebanon

Donated 53,307 kg of untouched food* to UAE Food Bank

Recorded **Zero high-consequence** work-related injuries or illnesses

Delivered over **100 hours of health and safety** training

Governance



Implemented **Zero Trust Network Access (ZTNA)** to ensure secure remote access for DWTC employees, vendors and partners

Increased cybersecurity training participation **by 250%**

Deployed a **new Customer Relationship Management (CRM)** system to enhance service delivery for exhibition and conference organisers

*Includes DWTC kitchen production surplus and exhibitor donations gathered at Gulfood and Gulfood Green.

DWTC Material Topics

Environment 01



GHG* and Energy Consumption

Waste Generation

Water Consumption

Land Use and Natural Capital

Social 02



Employee Training, Attraction and Retention

Health, Wellness and Quality of Life

Diversity and Equal Opportunity

Customer Experience and Satisfaction

Community Development and Cultural Preservation

Emiratization

Governance 03



Economic Impact on Local Economy and SMEs

Cybersecurity and Data Privacy

Corporate Governance

Risk and Crisis Management

Ethical, Green and Resilient Supply Chain

*GHG = Green House Gas



2024

Certifications and recognitions

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

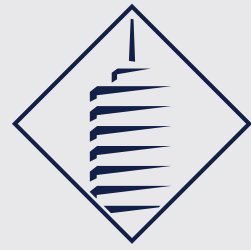
Our Certifications

◆ LEED Gold Certified 12 Active Certifications	2024
◆ LEED Silver Certified 9 Active Certifications	2024
◆ ISO 9001 Quality Management Systems	2021-2024
◆ ISO 22000 Food Safety Management Systems	2021-2024
◆ Green Globe Certification DWTC and DEC venues	2024
◆ ISO 14001 Environmental Management System	2024-2027
◆ ISO 45001 Occupational Health & Safety Systems	2024-2027

Our Recognitions

◆ Dubai Chamber of Commerce ESG Label	2024
◆ Emirates Environmental Group Recognition for Recycling and Nature Preservation	2024
◆ Dubai Municipality Golden Grade A Status for Food Safety at Trader’s House	2024
◆ UAE Food Bank Certificate of Appreciation for Food Donation Efforts	2024
◆ Dubai Autism Centre Certificate of Appreciation	2024
◆ Expo City Dubai Recognition for Contribution to the ‘UAE Stands with Lebanon’ Initiative	2024
◆ International Charity Organisation Acknowledgment of Charitable Contributions	2024
◆ Red Crescent Recognition for Humanitarian Efforts & Food Preservation Initiatives	2024
◆ EnviroServe Gold Certificate for Excellence in Recycling Practices	2024





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At DWTC, we are committed to taking meaningful action on key environmental priorities relevant to our operations. Our sustainability approach centres on proactive measures to reduce our environmental footprint across all aspects of the business.

Understanding our Carbon Footprint



Scope 1

Stationary Combustion
Emissions from diesel and biofuel generators, LPG, and other gases used for cooking

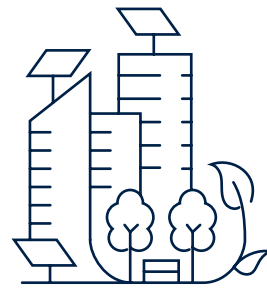
Mobile Combustion
Emissions from DWTC-owned fossil fuel and biofuel-powered vehicles

Fugitive Emissions
Leakages from HVAC systems, chillers, refrigeration units, and CO2-based fire extinguishers



Scope 2

Indirect Emissions from Energy
Purchased electricity
Purchased cooling



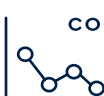
Scope 3

Other Indirect Emissions
Purchased goods and services
Waste management
Employee business travel
Downstream leased assets
Employee commuting

Emissions across our Operations

	2023	2024
Scope 1 (tCO2e)	1,712	1,564
Scope 2 (tCO2e)	61,589	62,196
Scope 3 (tCO2e)	55,311	59,405
Total (tCO2e)	118,612	123,165

Emissions by Business Activity

 **MICE:** Emissions from activities within DWTC halls and venues, including hospitality services, DXB LIVE operations and emissions from office electricity use, procurement, business travel, and employee commuting within DWTC’s corporate departments.

 **Real Estate, Free Zone and Asset Management:** Emissions from common areas across EXPO Village, The Apartments, and One Central commercial office buildings.

Emissions by Business Area*	2023	2024
MICE	97,002	99,443
Real Estate, Free Zone, Asset Management	21,610	23,723

*Between 2023 and 2024, GHG emissions rose modestly (MICE +2.5%, RE +9.8%) against stronger business activity growth (MICE visitors +7.3%, asset occupants +20.8%), resulting in meaningful GHG intensity reductions.



Understanding our carbon footprint cont.

Emissions Intensity

To better understand the emissions from each of our business units, we calculated two separate intensity values. Our emissions intensity for MICE activities was calculated per visitor in 2024 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 outlets.

Emissions Intensity	2023	2024
MICE	0.0390 tCO2e/visitor	0.0375 tCO2e/visitor
Real Estate, Free Zone, Asset Management	0.828 tCO2e/occupant	0.753 tCO2e/occupant

Emissions Reduction Initiatives

In 2024, DWTC reduced its emissions by 9,382.5 tCO₂e through a combination of cleaner energy adoption—including biofuel and solar—and a improved waste diversion practices such as composting and recycling.

Neutral Fuels: Through partnership with Neutral Fuels, DWTC transitioned part of its vehicle fleet to run on biofuels—reducing carbon emissions by approximately 40.68 tCO₂e. This reduction is equivalent to the carbon sequestration of 673 tree seedlings grown over ten years.

EcoBurner: In 2024, replacing single-use chafing gels with refillable EcoBurners helped avoid 14 tonnes of CO₂e, divert over 4 tonnes of waste from landfill, and save 47,450 litres of water.

Mangrove Planting: A dedicated mangrove forest was established at DWTC’s Jebel Ali Sanctuary to support long-term carbon mitigation. During Gulfood 2024, visitors were invited to adopt mangroves via QR codes—contributing to ecosystem restoration and offering a potential pathway to green certification through verified carbon offsets.

2024 Emissions Reduction (tCO2)

Biofuels

 8.62

Solar Energy

 1,978.94

Recycling

 7,167.27

Composting

 227.66



Managing our Resources

Energy

At DWTC, we are committed to reducing our energy footprint through efficiency measures and increased adoption of renewable energy across our operations.

Energy Use	2023	2024
Total Energy Consumption (GJ)	594,047.99	615,284.12

Energy Intensity	2023	2024
MICE	0.20 GJ/visitor	0.19 GJ/visitor
Real Estate, Free Zone, Asset Management	6.00 GJ/occupant	5.08 GJ/occupant

Renewable Energy

DWTC’s solar energy capacity is currently distributed across key facilities, contributing a total of **3.418 MW** to renewable energy generation:

- Al Mustaqbal Parking: 0.418 MW
- Zabeel Halls: 2 MW
- Sheikh Rashid Hall: 1 MW

Renewable Energy Consumption				
Solar (kWh)		Bio-diesel (L)	Total (GJ)	
 5,032,406.25	4,973,499.41	 141,141.49	22,788.45	20,655.84
Fuel Consumption				
Gasoline (L)		Diesel (L)	LPG (L)	Total (GJ)
 42,746.06	50,026.89	 58,524.76	 460,596.87	15,009.48
		62,942.54	462,788.62	15,460.23
Purchased Utilities				
Electricity (kWh)		Cooling (kWh)	Total (GJ)	
 135,272,602.63	142,709,541.00	 84,586,080.95	556,250.06	579,168.06

Legend: 2023 2024



Managing our **Resources** *cont.*

Energy Saving Initiatives

DICEC*, One Central, CVT*, SRT*

Building Management System

An advanced energy management system was integrated into the existing Building Management System (BMS). This enables more precise energy monitoring and data analysis.

Sheikh Rashid Hall (SRH) Male Prayer Room Renovation

The renovation included replacing outdated appliances with more energy-efficient alternatives, delivering an estimated 60% return on investment (ROI) through reduced energy costs.

Lighting Upgrades – SRT and SMH

External corridor lighting at Sheikh Rashid Tower (SRT) and the full transition to LED lighting at Sheikh Maktoum Hall (SMH) resulted in annual energy savings of approximately AED 283,000.

DEC*

HVAC and LED Lighting Efficiency

DEC reduces overall energy consumption through optimised heating, ventilation, and air conditioning (HVAC) systems, alongside the use of energy-efficient LED lighting.

Smart Meters and Building Automation System (BAS)

Integrated smart meters and a centralised BAS provide real-time energy monitoring—enhancing transparency, improving operational efficiency, and enabling greater accountability in energy management.

Training and Awareness Programmes

DWTC delivers targeted training for employees, vendors, and tenants, promoting best practices in energy conservation and responsible resource use.

Monitoring with BMS & IoT

Building Management Systems (BMS) and Internet of Things (IoT) technologies enable real-time monitoring and continuous optimisation of energy usage across our facilities.

*DICEC: Dubai International Convention & Exhibition Centre | CVT: Convention Tower | SRT: Sheikh Rashid Tower | DEC: Dubai Exhibition Centre

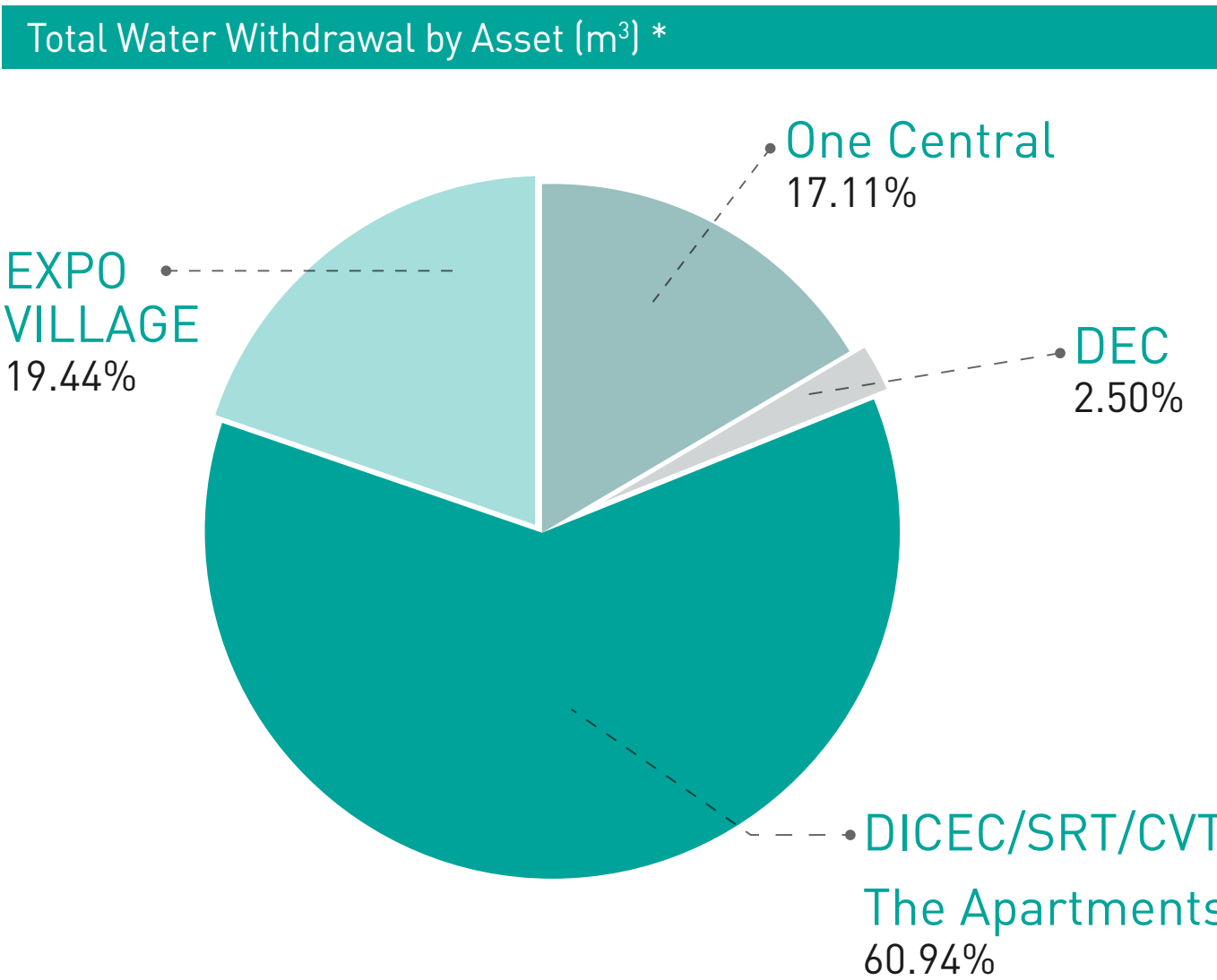


Managing our Resources cont.

Water

Our water stewardship approach focuses on the responsible and efficient management of water resources across all areas of our operations.

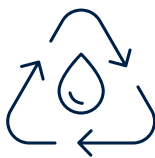
Water Use



Emissions Intensity	2023	2024
MICE	0.21 m3/visitor	0.21 m3/visitor
Real Estate, Free Zone, Asset Management	11.45 m3/occupant	10.33 m3/occupant

*The split of water withdrawals by asset showed no material change between 2023 and 2024.

Water Management Initiatives



Water Conservation and Recycling

Water Reuse for Cooling and Irrigation

DWTC purifies and recycles greywater through an on-site reverse osmosis (RO) facility, enabling reuse in cooling systems. Additionally, air-conditioner condensate and Treated Sewage Effluent (TSE) are used to irrigate our green spaces.

Hydroponic Vertical Farming

DWTC launched a hydroponic vertical farming initiative to grow crops using soilless, space-efficient systems that consume up to 90% less water than traditional agriculture.



Water Quality and Safety

Pipe Replacement in Sheikh Saeed Hall

The replacement of trench line pipes improved flexibility and impact resistance—minimising the risk of cracks, ensuring stable water pressure, and reducing long-term maintenance costs.

Regular Water Filter Replacement

A structured kitchen water filter replacement schedule was implemented, enhancing equipment efficiency, optimising water flow, and reducing breakdown calls by 50%.

Managing our Resources cont.

Waste

We actively implement initiatives aimed at minimising waste generation and improving waste treatment processes across our operations.

Waste generation

In 2024, with the support of our waste management partners, we enhanced our waste data collection systems—enabling more accurate tracking of waste sources and treatment methods. As a leading platform for global exhibitions and industry events, 75% of total waste is generated by externally organised events held at our venues, highlighting the critical need for collaborative waste reduction strategies with our partners and clients.

Our waste management partners



General waste management services and sustainability programmes



Food waste composting and organic waste solutions



Recycling initiatives and reforestation programmes



Waste management services for Expo Village

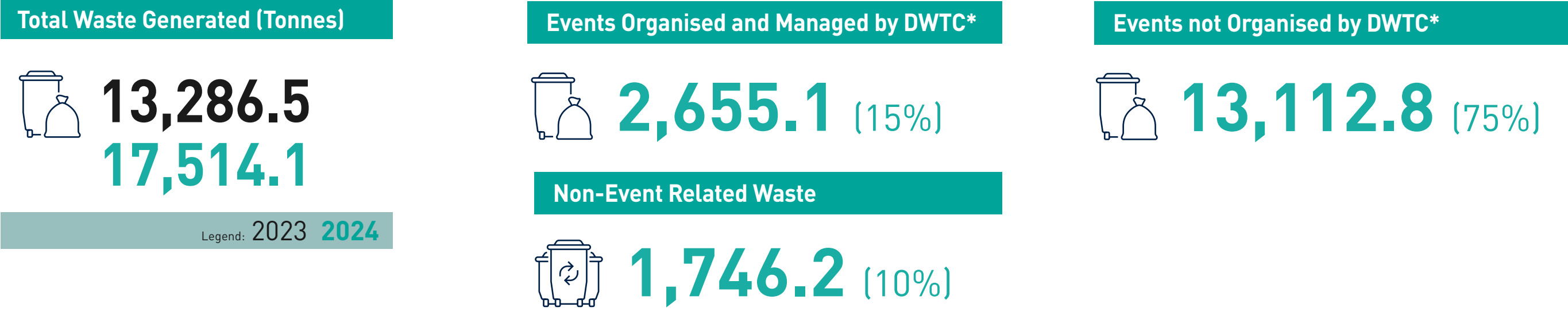


Reverse vending machines for plastic recovery and recycling



Safe collection and recycling of electronic waste (e-waste)

Waste Generated



*In 2024, DWTC-organised events drew ~27% of all attendees yet generated only 17% of total event waste—a 10-pp gap indicating lower waste intensity.

Waste Types

We gained deeper insights into waste composition across our venues, enabling us to identify the main contributors to our overall waste stream and implement more targeted and effective waste reduction strategies.

Waste Type	Weight (tonnes)
Aluminium cans	3.9
Empty paint tins (non-hazardous)	19.7
Food waste	181.3
Glass	21.6
Metal scrap	20.3
Old corrugated containers (OCC)/cardboard	578.9
Paper	51.1
Plastics	168.7
Used engine oil	0.8
Used kitchen oil	8.8
Wood	1,704.2
Other non-hazardous waste	14,733.5



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



Food waste collection in partnership with The Waste Lab.



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



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

Managing our Resources cont.

Hazardous Waste

Hazardous waste accounts for only approximately 0.1% of our total waste generation.

Hazardous Waste Sources	Weight (tonnes)
Empty paint tins	0.9
IT waste	0.3
Partially used paint tins	10.3
Other hazardous materials (e.g. certain cleaning agents, solvents, or maintenance-related waste)	10.0

Waste Treatment and Disposal

In 2024, DWTC leveraged multiple specialised facilities for waste treatment and recycling, achieving in a 9.3% reduction in landfill waste compared to the previous year.

Treatment Facility	Weight (tonnes)
BEEAH hazardous waste treatment facility	10.3
Composting	174.2
Dubai Municipality hazardous waste treatment facility	10.9
Enviroserve	0.3
Landfilling	7,923.5
Recycling facilities	2,431.3
Union Paper Mills (wood recycling)	1,704.2
Waste-to-energy	5,259.6

Waste Reduction Initiatives

Waste Segregation: Colour-coded bins are installed throughout DWTC venues to reduce contamination and encourage correct disposal practices.

Earth Care Team: This dedicated team advises contractors on proper waste disposal, manages the collection of recyclables, and oversees skip placement and logistics.

Garbage Compactors: Compactors installed in key buildings reduce waste volume at the source, streamlining transport, processing, and disposal.

Education and Training: Regular engagement and training sessions are conducted for contractors to reinforce best practices in waste segregation and disposal.

Bottle-Free Water Stations: Refill stations located across DWTC venues help reduce reliance on single-use plastic bottles.

Clothes Recycling: Partnering with suppliers, DWTC diverted 100 kg of used uniforms and linens to Dr. Linen, and repurposed over 750+ chef uniforms through Ronai.



Greener Mobility

In 2024, DWTC launched a series of initiatives to reduce traffic congestion, cut transport-related emissions, and promote eco-friendly mobility among event attendees, tenants, and staff.

Key Initiatives Implemented:

- **Carpooling Partnerships:** Collaborated with ridesharing platforms such as Careem and Yango to offer special promotions and encourage carpooling among event attendees.
- **On-site Bike Access:** Deployed Careem bikes across the site, supported by promotional codes to boost adoption.
- **Smart Parking Management System:** Integrated into event mobile applications to provide real-time parking availability and reduce unnecessary vehicle circulation.
- **Paperless Parking and Ticketing:** Introduced digital parking tickets and mobile-based access at Sheikh Rashid Tower (SRT) parking facilities.

Looking ahead, our plans include the rollout of an electric shuttle bus fleet, e-scooter rentals with dedicated lanes, and expanded EV charging infrastructure, including ultra-fast chargers. Smart parking systems will also be extended to major exhibitions to further reduce the environmental impact of transport.



Creating a Sustainable Built Environment

LEED Certifications

Our commitment to sustainable land and building management is reflected in the achievement of 21 LEED certifications across developments at Expo Village, One Central, and DEC.

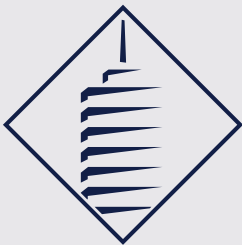
LEED Certifications by Level	No.
Silver	9
Gold	12

Environmental Impact Assessments (EIAs)

In 2024, DWTC conducted three environmental impact assessments (EIAs) across its major sites—Expo Village, One Central and DEC. These assessments evaluated performance in key areas including waste, water, and energy, and resulted in the development of site-specific mitigation strategies.

Green Spaces

We remain committed to expanding green spaces, planting trees, and restoring ecosystems as key strategies to mitigate the environmental impacts of urbanisation.



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At DWTC, we believe that people are the foundation of sustainable growth. We are dedicated to creating positive social impact by fostering an inclusive, equitable, and supportive environment for all stakeholders.

Empowering Our People

Our Workforce

Our People in Numbers in 2024



1,148

MALE EMPLOYEES



535

FEMALE EMPLOYEES



1,683

TOTAL NO.
DWTC Employees

In 2024, DWTC hired 438 new employees, with 36% women and 23.5% under the age of 30—demonstrating our ongoing commitment to gender balance, youth inclusion, and the cultivation of future leadership.

Internships and New Hire Programmes

Hospitality Programme

A one-year rotational programme designed for high school graduates, offering hands-on exposure across multiple functions within DWTC's hospitality operations.

Sales Programme

A structured, one-year development track that combines in-person training, experiential learning, targeted skill-building, and a 'buddy system' pairing participants with experienced team members for mentorship.

Lami3 Management Trainee Programme

A two-year immersive journey for recently graduated UAE nationals, providing deep engagement across business units and fostering professional growth within DWTC's dynamic environment.



Empowering Our People cont.

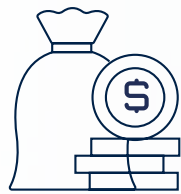
Talent Attraction and Retention

Talent Attraction and Retention Initiatives



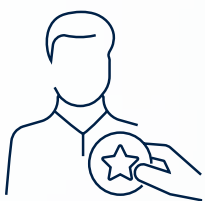
Talent Support:

Robust Talent Acquisition and Talent Management policies support effective recruitment and long-term employee retention.



Compensation Fairness:

A comprehensive Compensation and Benefits Policy ensures fair and consistent application of salaries, allowances, insurance, bonuses, and other entitlements.



Recognition Programme – Tamaiyuz:

A structured programme that celebrates outstanding employee contributions across the organisation.



Employee Grievance Policies:

Clear and confidential channels—through our Grievance Management and Whistle-Blowing policies—enable employees to raise any unresolved concerns with confidence.



Performance Evaluation:

DWTC’s Performance Management Framework fosters fair, transparent evaluations and encourages ongoing dialogue between employees and managers.



Employee Welfare Initiatives

A range of well-being initiatives support employee health and morale, including:

- An on-site medical clinic for staff in company accommodations, staffed by a full-time doctor and nurse
- Employee discounts at selected retail outlets
- Organised fitness challenges and incentive-based wellness activities



2024 Highlights

8.3%

employee turnover rate

100%

of employees received performance and career development reviews during the year





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Empowering Our People cont.

Training and Development

Learning and Development Strategy and Policy

Our Learning and Development Strategy is designed to align training initiatives with core business processes, enhance organisational value, support strategic goals, and foster continuous employee growth. Our Learning and Development Policy outlines clear guidelines for training delivery and ensures individual learning needs are addressed through a structured Training Needs Analysis (TNA) conducted across all levels of the organisation.



2024 Learning & Development Highlights

1,200+ employee trained
74% of the total workforce

30% year-on-year increase in employees trained

41,772 Total training hours delivered
with a nearly equal gender distribution:
20,774 hrs Male
20,998 hrs Female

958 employees submitted a Training Needs Analysis	200+ training courses delivered across business functions	500 employees granted access to DWTC's e-learning platform
---	---	--

Employee Development Programmes

Mentorship Programme

Designed to support junior employees in their career journey by fostering personal growth and strengthening key competencies such as leadership, communication, critical thinking, and decision-making.

Career Pathways

To facilitate long-term progression, employees are encouraged to pursue professional development opportunities, including industry-recognised certifications, conferences, training courses, and professional memberships.

Leap to Lead Programme

A high-potential talent initiative designed to prepare DWTC's future leaders. The programme begins with personalised one-on-one coaching, followed by collaborative group coaching sessions.

Sustainability-related Training

Focused training sessions and awareness campaigns delivered throughout the year to promote sustainability literacy and integrate responsible practices across all departments.



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Empowering Our People cont.

Diversity and Equal Opportunity

Our HR and recruitment practices are grounded in fairness, with a strict zero-tolerance policy towards discrimination based on age, disability, gender identity, race, ethnicity, nationality, or religion.

32% female representation in our workforce, underscoring our commitment to narrowing the gender gap and advancing women’s career growth.

We offer tailored support including flexible working hours during pregnancy, paid maternity leave, and dedicated leadership development programmes for women.

People of Determination (POD)

Aligned with the UAE’s National Policy for Empowering People of Determination, DWTC is dedicated to building an inclusive environment that empowers POD employees through accessibility measures and ongoing support.

2024 POD Inclusion Highlights

In 2024, two POD candidates were successfully hired and fully integrated into our workforce

Mobility Support: Complimentary wheelchairs and electric mobility carts available on-site

Inclusive Infrastructure: Lowered service counters, supportive handrails, and priority seating throughout venues

Accessible Navigation: Braille-enabled elevators, tactile buttons, and clearly marked accessibility maps

Emergency Readiness: Strategically located emergency call points for immediate assistance





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Emiratisation

Aligned with the UAE Vision 2030 and the national Emiratisation agenda, the professional growth of UAE nationals remains a strategic priority for DWTC. As of 2024, Emiratis comprised 19.3% of our total workforce, with active representation across all levels of the organisation.



UAE National Employees

- 11 in senior management roles
- 60 in middle management roles
- 253 in staff level roles



Health and Safety

DWTC is firmly committed to maintaining a safe, healthy, and environmentally responsible workplace. Our comprehensive Health, Safety, and Environment (HSE) policy aligns with both local regulations and international best practices.

2024 HSE Performance Highlights

NO

FATALITIES
from work-related
injuries

high-consequence
work-related
INJURIES

CASUALTIES

due to
work-related ill health
(e.g. exposure to toxic substances).

HSE Awareness Initiatives

- Conducted regular, comprehensive training sessions for staff, contractors, and tenants.
- Ensured the consistent availability and proper use of Personal Protective Equipment (PPE).
- Deployed an advanced HSE software system for continuous contractor monitoring, complemented by a digital violation management platform to track compliance and enforce corrective actions.
- Issued regular electronic direct mail (eDM) updates to contractors with infrastructure updates and reminders of safety protocols.
- Amended the HSE policy to reinforce a strong safety culture and align with evolving regulatory requirements.
- Equipped venues with comprehensive fire detection and suppression systems.
- Enrolled DWTC’s firefighting team in Fire Warden Training certified by Dubai Civil Defence.

Enhancing our Customer Experience

At DWTC, we are committed to continuously enhancing the customer journey through transparent communication, actionable feedback, and sustainable service delivery.

Annual Client Satisfaction Survey

Each year, we conduct a comprehensive client satisfaction survey using the Net Promoter Score (NPS) methodology to assess experiences across key service areas. Stakeholders rate their satisfaction on a 1–10 scale, with responses translated into a standardised NPS score out of 100. Feedback is thoroughly analysed to identify common themes and drive targeted improvements in service quality and customer engagement.

Stakeholder Group	2024 NPS Score (out of 100)	2024 % Rating 7 or Above
Event Organisers	73	94%
Exhibitors	36	81%
Event Participants	51	99%
Commercial Tenants	33	84%
Free Zone Clients	82	96%
Residential Tenants at The Apartments	48	86%
Residential Tenants at Expo Village	27	82%

DWTC maintained a 100% monthly complaint closure rate throughout 2024, underscoring our commitment to responsive customer service and ongoing operational improvement.

Tenant Portal

Our Tenant Portal serves as a centralised, user-friendly platform where tenants can submit feedback, access essential information, and stay informed about ongoing projects and events. We actively monitor online reviews and portal submissions to identify trends and implement service enhancements.

Event Organiser Portal – Organiser+

Organiser+ equips event planners with comprehensive resources to streamline event management and embed sustainability into every stage of execution. In support of our environmental objectives, we have fully transitioned to digital processes, including the implementation of e-contracts and e-memos via DocuSign.





Supporting Communities

DWTC’s commitment to community development is deeply embedded in our Corporate Social Responsibility (CSR) strategy, which focuses on creating meaningful and lasting impact both within the UAE and internationally.

Donations & Humanitarian Support

UAE Stands with Lebanon Initiative

In partnership with Expo City Dubai, DWTC contributed AED 1.56 million to the UAE Stands with Lebanon initiative—supporting urgent humanitarian relief efforts.

Surplus Food Donation

DWTC redirects surplus food from exhibitions, events, and weddings to individuals and families in need. In 2024, a total of 53,307 kg of food* was donated by DWTC. This effort was recognised with a trophy from the UAE Food Bank in appreciation of our contribution to national food security.

Carpet Donation

DWTC donates used carpets from events to individuals and organisations in need. This initiative was recognised with a Certificate of Appreciation from the Emirates Red Crescent.

Dubai Sports World (DSW)

In collaboration with Dubai Sports Council, DWTC proudly hosts Dubai Sports World (DSW) — the region’s largest indoor summer sports destination. Held annually from June to September, DSW offers an inclusive, community-driven environment that welcomes individuals of all ages, abilities, and fitness levels — from professional athletes to casual participants and first-time enthusiasts.

*Includes DWTC kitchen production surplus and exhibitor donations gathered at Gulfood and Gulfood Green.



2024 CSR Initiatives at DSW:

Thuker Club Weekly Meet-Ups: Organised weekly sessions for senior citizens to promote physical activity and social connection through friendly football matches and board games.

Riders Day: Honoured over 200 food delivery riders with a dedicated day of recreational activities and recognition.

Mawaheb Partnership: Partnered with Mawaheb, an art studio for adults with special needs, to showcase and sell merchandise featuring their original artwork.

Doris Duan-Young Autism Centre Collaboration: Delivered a tailored week-long sports programme for children with autism.

Emirates Red Crescent Collaboration: Provided opportunities for orphans and underprivileged children to participate in engaging sports and play activities.



Supporting Communities cont.

Health & Wellness Awareness

Tamreen Fitness Challenge

A company-wide weight loss and wellness programme that engaged over 100 employees across various departments at DWTC.

Dammi li Watani' Blood Donation Campaign

In 2024, 123 employees participated in this life-saving initiative, with donations contributing to the potential saving of 369 lives.

Dubai Autism Awareness Campaign

DWTC proudly sponsored the 18th Annual Autism Awareness Campaign on World Autism Awareness Day. The initiative focused on increasing public awareness, promoting acceptance, and building a more inclusive society for individuals on the autism spectrum.

Breast Cancer Awareness

DWTC hosted an organisation-wide online awareness session focused on breast cancer awareness, highlighting the importance of early detection, preventive care, and ongoing education.

Dubai Run

In partnership with the Department of Economy and Tourism (DET) and Dubai Sports Council, DWTC continues to support the annual Dubai Run—an inclusive, city-wide fitness event that encourages health, well-being, and community participation.





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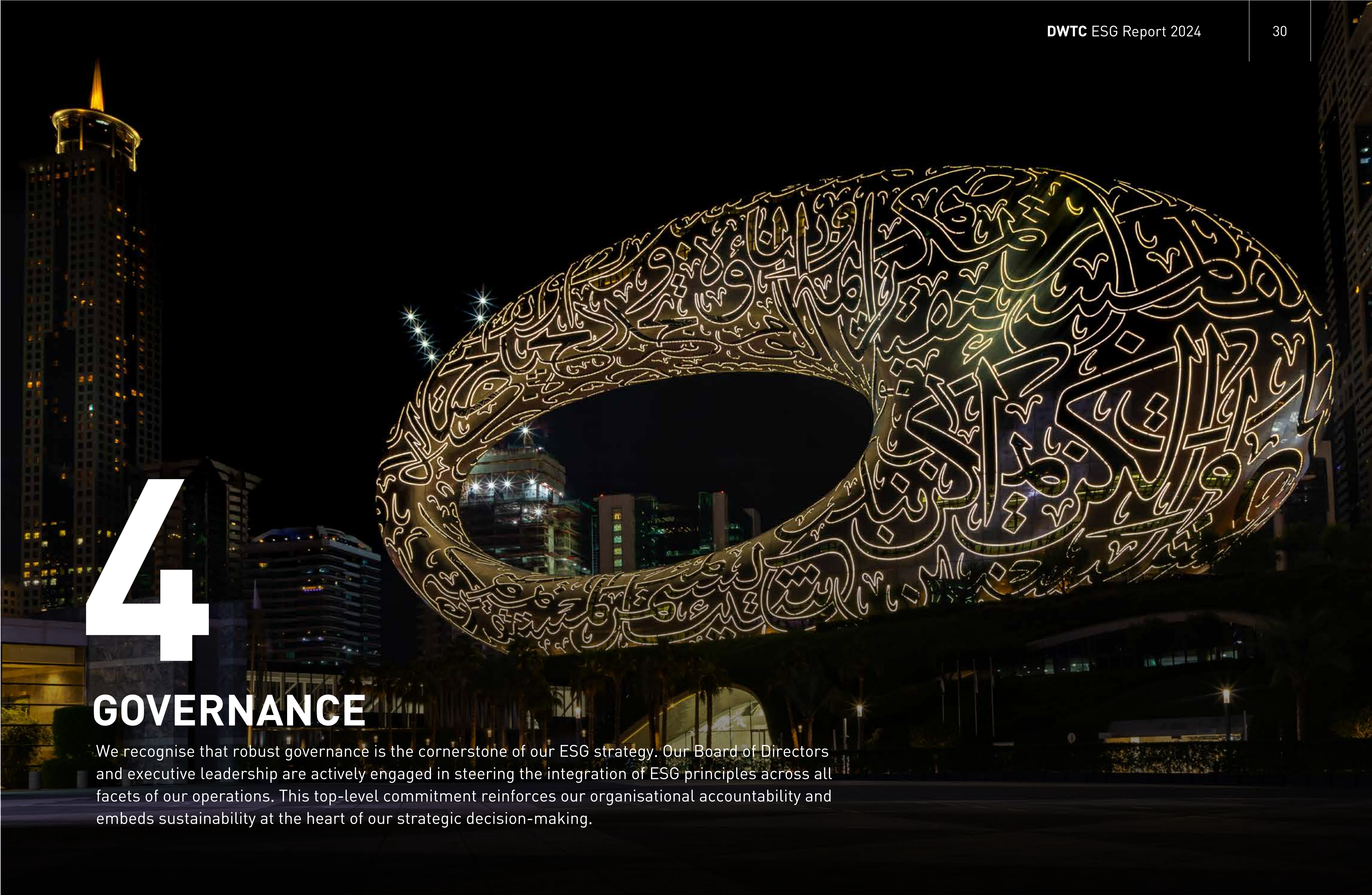
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We recognise that robust governance is the cornerstone of our ESG strategy. Our Board of Directors and executive leadership are actively engaged in steering the integration of ESG principles across all facets of our operations. This top-level commitment reinforces our organisational accountability and embeds sustainability at the heart of our strategic decision-making.





ESG Governance

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ESG 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 CEO plays a central role in advancing ESG performance by approving policies, allocating resources, monitoring progress, and ensuring compliance with applicable regulations and global standards.

ESG Steering Committee:

Oversees the implementation of DWTC’s sustainability roadmap, endorses key targets and reports, and ensures the integration of sustainability KPIs across departments.

Head of ESG:

Leads the strategic planning of sustainability initiatives, reviews policies and reports, and acts as the primary liaison between the ESG Steering Committee and leads the ESG Core Team, while championing sustainability both internally and externally.

ESG Core Team:

This cross-functional team is responsible for integrating sustainability into daily operations.

ESG Ambassadors:

Embedded within departments, ESG Ambassadors support the rollout of the sustainability roadmap at the operational level.



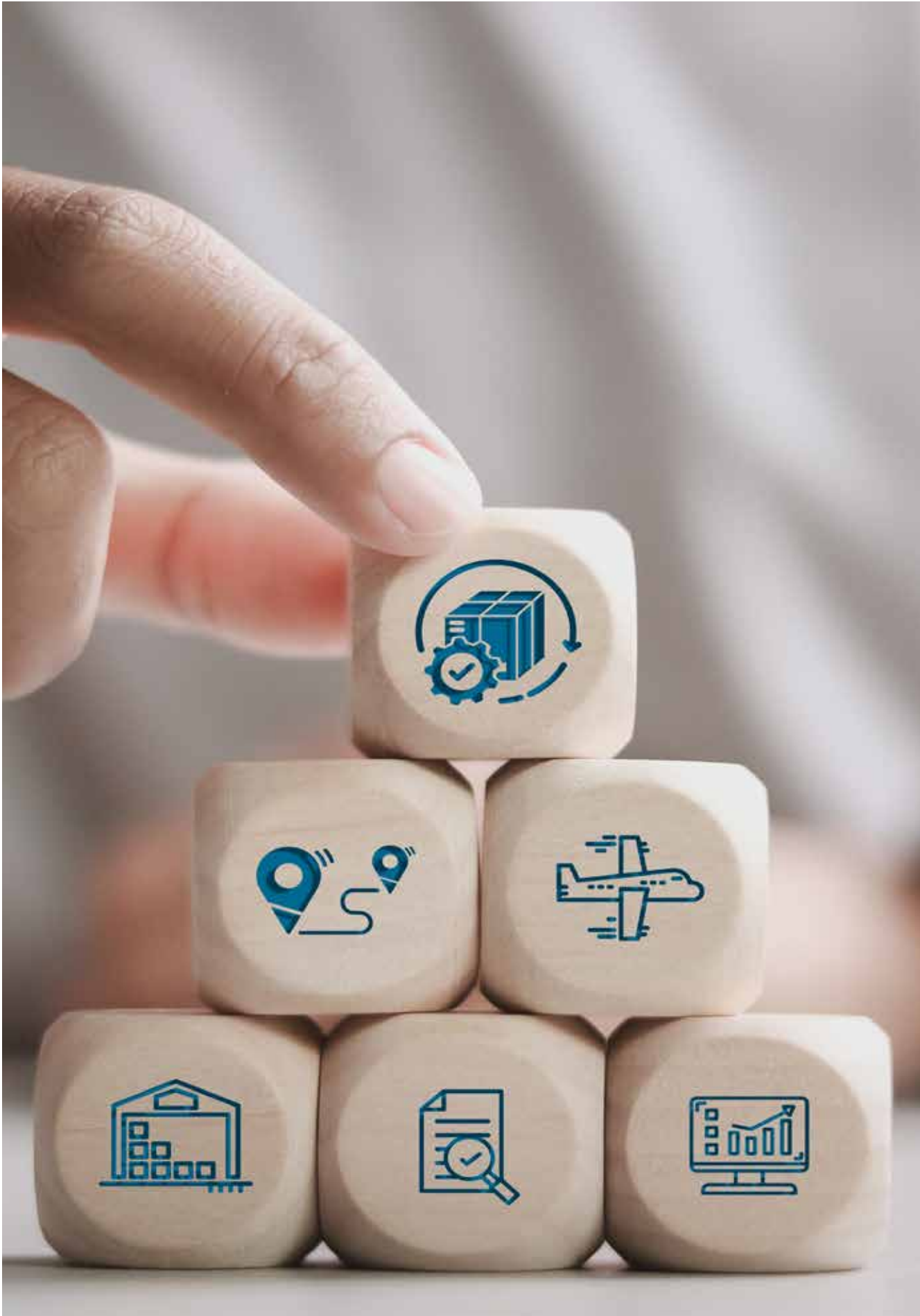
Advancing our Sustainable Procurement

Sustainable Procurement Policy

DWTC’s Sustainable Procurement Policy establishes a robust framework for the responsible sourcing of goods and services, guided by the principles of sustainability, transparency, efficiency, and fairness in all procurement decisions. Complementing this, our Supplier Code of Conduct outlines clear expectations regarding ethical behaviour, environmental stewardship, labour rights, and human rights.

Supporting Local Suppliers

In alignment with our commitment to fostering local economic growth, DWTC prioritises local sourcing, particularly from SMEs. A significant portion of our procurement spend is directed toward local vendors, who are further supported through preferential pricing mechanisms to enhance their competitiveness.



DWTC Suppliers - 2024

89%
Local suppliers

1,809
Total number of suppliers (#)

1,616
Total number of local suppliers (#)

DWTC Expenditure	2024
Percentage of expenditure allocated to local suppliers	96%
Total expenditure on purchases (AED)	839,365,239
Total expenditure on purchases from local suppliers (AED)	808,371,366



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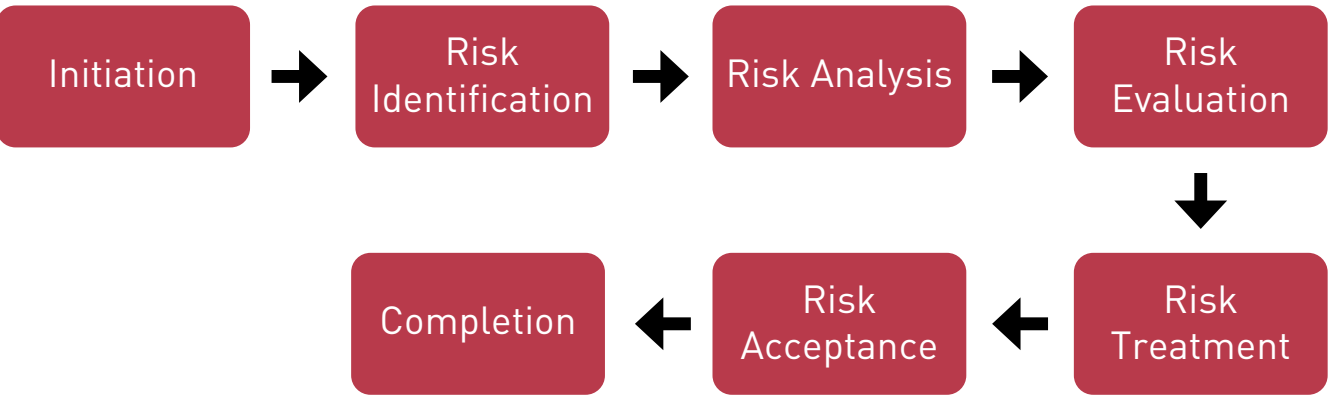
SUSTAINABILITY-
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Enhancing Our Risk and Crisis Management

DWTC follows a structured, proactive risk and crisis management approach guided by ISO 31000 (Risk Management) and ISO 22301:2019 (Business Continuity Management).

Risk Management Framework

DWTC’s risk management approach is built on a structured, methodological framework:



We continue to strengthen our risk management approach through several key initiatives:

- **Periodic Risk Framework Reviews:** Conducted to identify emerging risks and enhance organisational resilience
- **Mitigation Action Plans:** Developed and implemented to address identified gaps and bolster existing controls
- **Enhanced Enterprise Risk Management (ERM) Register:** Departmental risk registers are regularly reviewed and updated

Crisis Management and Business Continuity

We place strong emphasis on crisis preparedness, supported by a comprehensive Crisis Response Plan and Business Continuity Plan (BCP). Our ISO 22301:2019-aligned Business Continuity Management System (BCMS) enables DWTC to effectively anticipate, respond to, and recover from potential disruptions.

Internal Control

- Strong control environment that fosters ethical conduct, accountability, and integrity
- Comprehensive risk assessment processes to identify and address potential exposures
- Robust control activities—including authorisations, reconciliations, and performance reviews—to mitigate risks
- Clear and timely information flows that enhance responsiveness and transparency
- Ongoing monitoring through audits and periodic evaluations to drive continuous improvement and ensure compliance

Crisis Management and Communication Plan (CMCP)

DWTC’s Crisis Management and Communication Plan (CMCP) provides a structured framework for responding to operational disruptions. It enables the coordinated activation of our Business Continuity and IT Disaster Recovery Plans, ensures effective communication with internal and external stakeholders, and supports a controlled, timely return to normal operations.

Cybersecurity and Data Privacy

To uphold the highest standards of information security, we implement stringent data protection protocols, deploy advanced cybersecurity technologies, maintain a transparent Privacy Policy, operate a proactive incident response plan, and deliver regular staff training and monthly awareness campaigns.

Cybersecurity Highlights - 2024

- **246 employees** completed cybersecurity training
- **Zero Trust Network Access (ZTNA)** was deployed to validate every user and device before granting network access, enhancing security for remote and hybrid operations
- **The Data Classification and Protection Project** was launched to ensure sensitive data is properly identified, handled, and secured in line with industry best practices
- **AI risk assessments** were conducted to evaluate cybersecurity vulnerabilities in AI tools, supporting their secure and responsible adoption across DWTC operations

As part of our proactive approach, DWTC actively engages with internal and external stakeholders to ensure our data privacy and cybersecurity practices remain responsive, transparent, and effective.



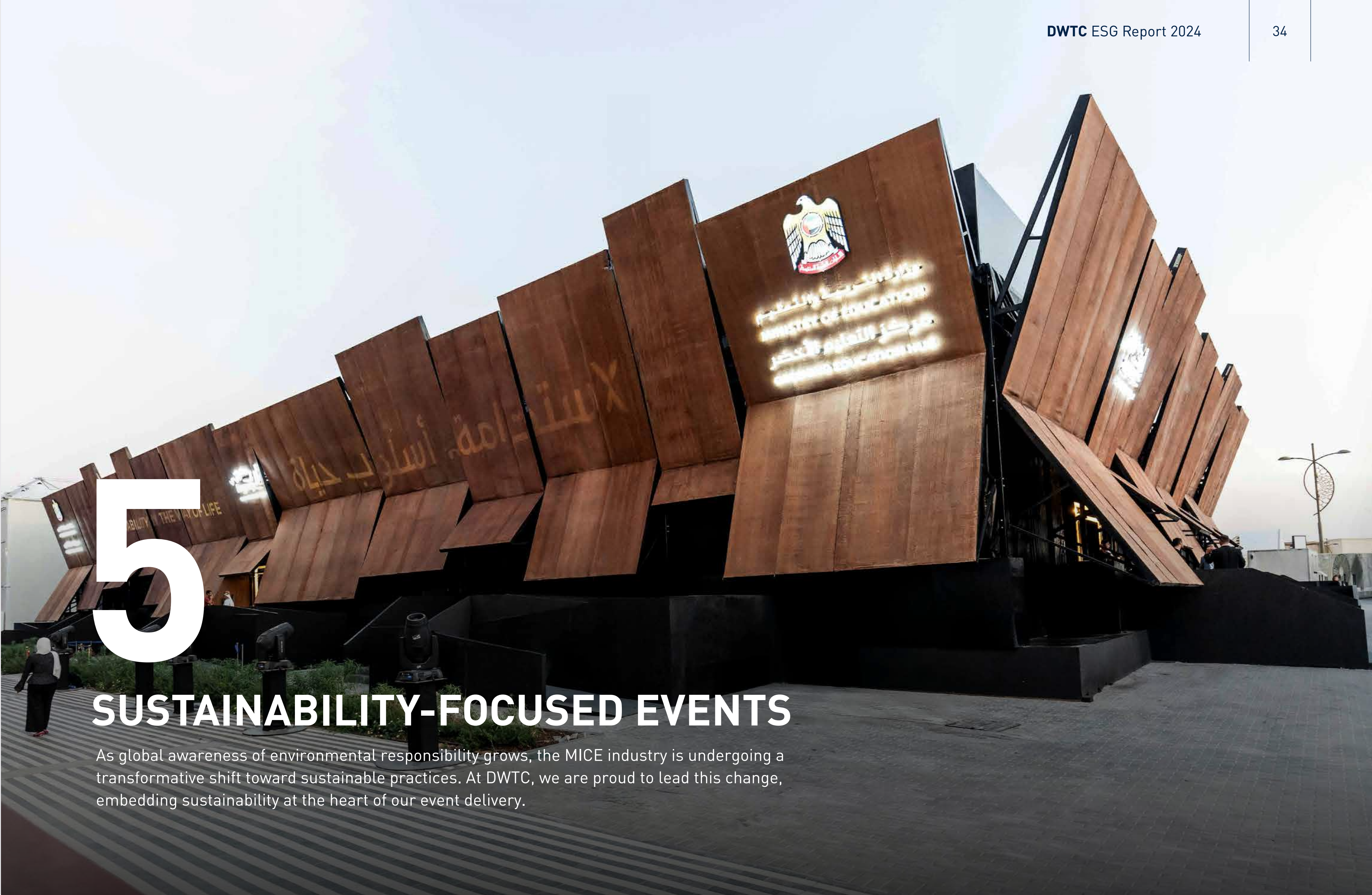
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SUSTAINABILITY-FOCUSED EVENTS

As global awareness of environmental responsibility grows, the MICE industry is undergoing a transformative shift toward sustainable practices. At DWTC, we are proud to lead this change, embedding sustainability at the heart of our event delivery.



GITEX Global 2024

Held from 14 to 18 October at Dubai World Trade Centre, the 44th edition of GITEX GLOBAL marked a historic milestone in the event’s evolution. With over 6,500 exhibitors, 1,800 start-ups, 1,200 investors, and government delegations from more than 180 countries, it achieved the highest level of international participation to date.



Through these and other sustainability initiatives, DWTC successfully prevented an estimated **37.7 tCO2e** emissions during GITEX Global 2024.

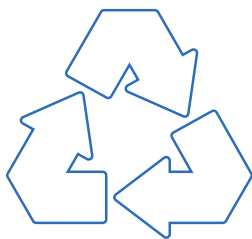
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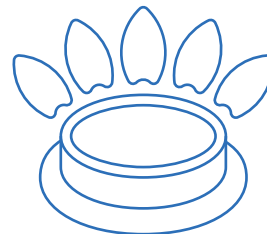
Recyclables Collection

In collaboration with Emirates Environmental Group (EEG), DWTC collected 1,260 kg of recyclable materials during the event. This initiative helped avoid an estimated 545.2 kg of CO2e emissions—a 57% increase in carbon impact reduction compared to the previous year.



Sustainable DWTC Bottles

To reduce reliance on single-use plastics, DWTC promoted the use of its branded sustainable glass water bottles during the event. A total of 555 reusable bottles were used, resulting in an estimated 30.49 kg of CO2e emissions avoided.



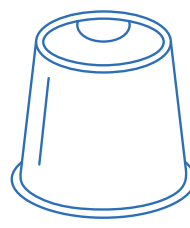
Eco-chafing Dishes and EcoBurners

In collaboration with EcoBurner, DWTC deployed 4,140 EcoBurners and 1,355 eco-chafing dishes during catering operations. These low-emission alternatives to traditional gas burners helped prevent an estimated 9,870.55 kg of CO2e per hour of use.



Food Waste Composting

Partnering with The Waste Lab, DWTC ensured all uncontaminated food waste was carefully segregated and diverted from landfill, resulting in the conversion of 15,518 kg of food waste into nutrient-rich compost and the avoidance of approximately 20,000 kg of CO2e emissions.



Nespresso Capsules and Coffee Ground Collection

A total of 227 Nespresso capsules were collected and recycled, preventing 2.043 kg of CO2e emissions, recovering 227 grams of aluminium, and conserving 3.065 kWh of energy. Additionally, 917 kg of coffee grounds were composted in partnership with The Waste Lab, avoiding approximately 5,731.21 kg of CO2e emissions.



UAE Food Bank Donation

A total of 613.2 kg of untouched food was safely donated— doubling the volume donated in 2023.

Gulfood 2024

Gulfood Green 2024

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Gulfood 2024—the world’s largest food and beverage sourcing event—concluded its 29th and most successful edition at DWTC from 19 to 23 February. The event hosted over 5,500 exhibitors, 50% of whom were first-time participants, and drew a truly global audience eager to discover the latest innovations shaping the future of the F&B sector.

Surplus Food Donation

As part of DWTC’s commitment to responsible event operations, 33.7 tonnes of untouched food were donated to the UAE Foodbank during the event—representing one of our largest food donations to date and directly supporting national efforts to reduce food waste and enhance community well-being.

Gulfood Green serves as a global platform for the entire food ecosystem to exchange ideas on technology, regulation, innovation, and evolving consumer food culture. With sustainability at its core, the platform champions progress across the full value chain—from farming and food production to logistics and consumption.

Surplus Food Donation

As part of Gulfood Green 2024, 4.2 tonnes of untouched surplus food were donated to the UAE Food Bank. The initiative was supported by 30 dedicated volunteers, with all collected food successfully distributed to labour camps in Al Khawaneej.

Gulfood Agrotech

The event featured a dynamic lineup of talks and sessions focused on:

- **Adapting to Climate Change:** Highlighting advancements in climate-resilient crops and regenerative agricultural practices to safeguard future food systems.
- **Blockchain for Food Integrity:** Showcasing how blockchain enhances traceability, enabling ethical, transparent sourcing and supply chain accountability.
- **Professional Networking Hub:** Creating a space for collaboration among stakeholders to drive collective progress on sustainable food security.

Green Terra Awards

This initiative honoured trailblazing enterprises and emerging start-ups championing sustainability in the food and beverage sector.

Green Shoots Startup Pitch Competition

This competition provided a launchpad for Agri-Tech innovators to present game-changing, sustainability-focused solutions.

GREEN FOOD INNOVATION AWARD

GREEN FOOD SERVICE INDUSTRY AWARD

AGRI-TECH ENTREPRENEUR OF THE YEAR

AGRICULTURAL TECHNOLOGY (AGRITECH)

BEST NEW PLANET-FORWARD PRODUCT

SUSTAINABILITY TRAILBLAZER AWARD

FOOD WASTE MANAGEMENT AWARD

BEST PLANT-BASED START-UP

SUSTAINABILITY COMPANY OF THE YEAR

BEST SUSTAINABLE PACKAGING STRATEGY





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DXB LIVE: Enabling Sustainable World-Class Events



As the dedicated event services arm of DWTC, DXB LIVE plays a pivotal role in delivering world-class experiences—from setup to dismantling across exhibitions, conferences, national events, and festivals. At the core of its mission is the integration of sustainability principles into all facets of operations, including:

B20 Biofuels for Silent Generators:

Transitioning to B20 biofuels significantly reduced DXB LIVE’s reliance on conventional diesel, lowering carbon emissions from temporary power sources.

Solar Tower Lights:

The use of solar-powered tower lights provided clean, efficient, and noise-free illumination for event venues.

Integrated Management System (IMS):

The adoption of an ISO-aligned IMS enabled DXB LIVE to streamline operations, eliminate process redundancies, and continuously improve quality, environmental performance, and workplace safety.

Sustainable Design and Fabrication Expertise:

DXB LIVE integrates modular, reusable build systems with eco-friendly materials — from recycled components to locally sourced options like Palm Strand Boards. These solutions minimise single-use fabrication, cut embodied carbon, and showcase DXB LIVE’s ability to deliver innovative, sustainable environments for large-scale exhibitions and events.

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 2024
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 organization's sustainability reporting	p. 2	
	2-3 Reporting period, frequency and contact point	p. 2	
	2-4 Restatements of information	Not applicable - no restatements from the 2023 report	
	2-5 External assurance	No external assurance for 2024 report	
	2-6 Activities, value chain and other business relationships	p. 7	
	2-7 Employees	p. 22	
	2-8 Workers who are not employees	154 interns hired in 2024	
	2-9 Governance structure and composition	The governance structure is composed of a board of directors and a CEO, who also 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	The Chair is not a senior executive of the organisation either.
	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).	

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GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	Reasons for Omission
GENERAL DISCLOSURES cont.			
GRI 2: General Disclosures 2021 cont.	2-15 Conflicts of interest	Processes are consistently carried out in compliance with 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 a core component of our vision, aligning our efforts with the UAE Green Agenda 2030. We are dedicated to integrating sustainable practices across all aspects of our operations.	
	2-23 Policy commitments	p. 32	
	2-24 Embedding policy commitments	p. 32	
	2-25 Processes to remediate negative impacts	p. 27	
	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 or regulatory breaches were recorded.	
	2-28 Membership associations	Not available	
	2-29 Approach to stakeholder engagement	p. 27	
	2-30 Collective bargaining agreements	Not applicable	
MATERIAL TOPICS			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Outlined on p. 15 of the 2023 ESG report. Materiality assessment was not repeated in 2024.	
	3-2 List of material topics	p. 10	
Employee Training, Attraction & Retention			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 23	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	p. 22 and p. 23	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	p. 23	
	401-3 Parental leave	Parental leave policy is unchanged from that described on p. 34 of the 2023 ESG report.	



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GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	Reasons for Omission
MATERIAL TOPICS cont.			
Employee Training, Attraction & Retention cont.			
GRI 404: Training and Education 2016	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. 24	
Economic Impacts on Local Communities & SMEs			
GRI 3: Material Topics 2021	3-3 Management of material topics	Mentioned in p. 47 in 2023 ESG report. Data in p. 6 of 2024 ESG report is taken from Economic Impact Assessment 2024.	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	p. 28	
	203-2 Significant indirect economic impacts	p. 6	
Customer Experience & Satisfaction			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 27	
Community Development & Cultural Preservation			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	p. 28	
	413-2 Operations with significant actual and potential negative impacts on local communities	In the coming years, DWTC will aim to report on stakeholder engagements conducted to assess the impact of its operations on local communities.	
Health, Wellness & Quality of Life			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 23	



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GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	Reasons for Omission
MATERIAL TOPICS cont.			
Health, Wellness & Quality of Life cont.			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	p. 26	
	403-2 Hazard identification, risk assessment, and incident investigation	p. 26	
	403-3 Occupational health services	p. 26	
	403-4 Worker participation, consultation, and communication on occupational health and safety	p. 26	
	403-5 Worker training on occupational health and safety	p. 26	
	403-6 Promotion of worker health	p. 26	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 26	
	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. 26	
	403-10 Work-related ill health	p. 26	
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 safety requirements are met, supporting 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. 18	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	p. 18	
	306-2 Management of significant waste-related impacts	p. 19	
	306-3 Waste generated	p. 18	
	306-4 Waste diverted from disposal	p. 19	
	306-5 Waste directed to disposal	p. 19	



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GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	Reasons for Omission
MATERIAL TOPICS cont.			
Emiratisation			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 26	
GHG & Energy Consumption			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 15	
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	p. 15	
	302-2 Energy consumption outside of the organisation	Data on supply chain energy consumption is not available.	
	302-3 Energy intensity	p. 15	
	302-4 Reduction of energy consumption	p. 16	
	302-5 Reductions in energy requirements of products and services	p. 35-38	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	p. 13	
	305-2 Energy indirect (Scope 2) GHG emissions	p. 13	
	305-3 Other indirect (Scope 3) GHG emissions	p. 13	
	305-4 GHG emissions intensity	p. 14	
	305-5 Reduction of GHG emissions	p. 14	
	305-6 Emissions of ozone-depleting substances (ODS)	Not applicable	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not applicable	
Corporate Governance			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 31	
Risk & Crisis Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 33	
Cybersecurity & Data Privacy			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 33	
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			



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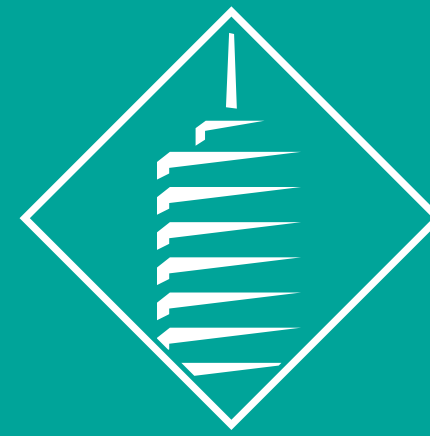
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GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	Reasons for Omission
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 25	
MATERIAL TOPICS cont.			
Diversity & Equal Opportunity cont.			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	p. 25	
	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. 32	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	p. 32	
Water Consumption			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 17	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	p. 17	
	303-2 Management of water discharge-related impacts	p. 17	
	303-3 Water withdrawal	p. 17	
	303-4 Water discharge	Not available due to the absence of a discharge metering system.	
	303-5 Water consumption	Not available – data not currently tracked.	



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