



مركز دبي التجاري العالمي
DUBAI WORLD TRADE CENTRE

ESG

Report 2025



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INTRODUCTION

Dubai World Trade Centre

A global hub for trade,
innovation and sustainability

This report marks Dubai World Trade Centre's third consecutive Environmental, Social and Governance (ESG) report, demonstrating our ongoing commitment to transparency, responsible business practices and long-term sustainable growth. Covering the period from 1 January to 31 December 2025, the report provides an overview of our ESG performance across Dubai World Trade Centre's operations, including our venues, exhibitions and events, Free Zone and real estate portfolio. It highlights the progress we have made during the year, the initiatives undertaken to strengthen our environmental performance and social impact and the governance practices that support the delivery of our strategic objectives.



Message from our Director General

It is with great pride that we present the Dubai World Trade Centre 2025 ESG Report, reflecting our continued commitment to Environmental, Social and Governance (ESG) principles and to building a more sustainable, resilient and responsible future for our organisation, our industry and the communities we serve.

This report highlights the meaningful progress achieved over the past year and demonstrates how sustainability is embedded throughout our business strategy, operational decision-making and long-term growth ambitions. As a leading global platform for events, business and innovation, we recognise the responsibility we hold to create lasting value, drive measurable impact and contribute to the UAE's broader sustainability agenda.

Our ESG strategy remains closely aligned with the UAE Net Zero 2050 Strategy, the Dubai 2040 Urban Master Plan, the Dubai Economic Agenda (D33) and the United Nations Sustainable Development Goals (UN SDGs). Guided by these frameworks, we continue to focus on three strategic priorities: supporting national and global sustainability objectives, setting new benchmarks for sustainability across the global MICE industry and responding meaningfully to the evolving expectations of our stakeholders.

During 2025, we further strengthened the environmental performance and resilience of our venues and assets through targeted investments in energy efficiency, resource management and sustainable infrastructure. We are especially proud that the Dubai International Convention and Exhibition Centre (DICEC) achieved Green Globe Gold status, recognising five consecutive years of

Green Globe certification. DICEC and the Dubai Exhibition Centre (DEC), which is also Green Globe certified, are currently the only two event venues in the UAE and the wider Middle East to hold this internationally recognised certification.

In 2025, we made significant progress on Phase 1 of the Dubai Exhibition Centre expansion, which was completed in Q1 2026. One of Dubai's most ambitious infrastructure developments, the DEC expansion is a key enabler of the emirate's long-term economic growth and business tourism strategy. Designed in accordance with internationally recognised sustainability standards, the expansion reflects our commitment to developing future-ready venues that combine scale, innovation, operational excellence and environmental responsibility.

Our progress continues to be recognised through a range of prestigious certifications and awards, including the ESG Label from the Dubai Chamber of Commerce, multiple ISO certifications, a portfolio of LEED-certified assets and recognition from organisations including Dubai Municipality, the UAE Food Bank and Green Globe. These achievements are a testament to the dedication of our employees and partners, who continue to embed international best practices across every aspect of our operations.

Alongside our environmental ambitions, we remain equally committed to creating positive social impact. Throughout the year, we strengthened our support for humanitarian and community initiatives through longstanding partnerships with organisations including the UAE Food Bank, Dubai Charity Association, Dubai Autism Centre and the Emirates Red Crescent. We also continued to

advance the UAE's Emiratisation agenda by investing in programmes that develop, empower and create opportunities for future Emirati talent.

As a global convener of industries, ideas and innovation, DWTC also plays an important role in advancing sustainability through the events we host and organise. Flagship platforms such as the World Green Economy Summit, WETEX, Middle East Energy, Big 5 Global and GITEX GLOBAL bring together governments, businesses, innovators and thought leaders to accelerate collaboration and develop solutions that support a more sustainable, technologically advanced and prosperous future.

Looking ahead, we remain focused on further strengthening our ESG performance while ensuring that sustainability continues to shape the future growth of our organisation and the wider business events industry. We firmly believe that world-class events and responsible environmental stewardship are mutually reinforcing ambitions and that Dubai's continued success as a leading global destination for business events must go hand in hand with sustainable development.

I would like to thank our employees, partners, customers, stakeholders and the wider community for their continued trust, collaboration and shared commitment to this journey. Together, we will continue creating lasting value and building a more sustainable, inclusive and resilient future for generations to come.

His Excellency Helal Saeed Almarri
Director General,
Dubai World Trade Centre Authority

“

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

”



About the Report

This report presents Dubai World Trade Centre's (DWTC) Environmental, Social and Governance (ESG) performance for the period from 1 January to 31 December 2025.

The report has been prepared with reference to the Global Reporting Initiative (GRI) Universal Standards 2021 and is aligned with the United Nations Sustainable Development Goals (UN SDGs), the UAE Sustainability Agenda, the Green Globe Standard and the Events Industry Council (EIC) Sustainable Events Standards.

The reporting boundary encompasses DWTC's operated venues and facilities, flagship and co-organised events, Free Zone operations and its real estate and hospitality assets across the DWTC campus - including the Dubai International Convention & Exhibition Centre (DICEC), One Central, Convention Tower, Sheikh Rashid Tower and residential assets - as well as the Dubai Exhibition Centre (DEC) and Expo Village.

Through this report, we aim to provide our stakeholders with transparent, balanced and meaningful insight into our ESG performance, the progress achieved during the reporting period, the challenges encountered and our priorities for continued improvement.

Disclaimer

The ESG data and information presented in this report have been subject to an internal review and validation process, conducted independently of the relevant data owners. This process included a review of data collection methodologies, supporting documentation and the quality, completeness and consistency of the data, including data disaggregation where applicable.

While reasonable efforts have been made to ensure the accuracy and reliability of the information presented, this report has not been subject to independent external assurance.

Calculations are performed using unrounded activity data. Figures presented in tables and charts are rounded for presentation, and totals may therefore differ slightly from the sum of the individual components shown.

This report also contains forward-looking statements relating to DWTC's future plans, objectives and performance. These statements are based on current expectations and assumptions and are subject to uncertainties and risks that may cause actual outcomes to differ materially from those expressed or implied. DWTC undertakes no obligation to update these statements, except as required by applicable laws.

Contact

Your feedback is important to us.

We welcome your comments, questions and suggestions to help us continuously improve our sustainability performance and future reporting.

Email: askesg@dwtc.com



Who We Are

Established in 1979, Dubai World Trade Centre (DWTC) is one of the Middle East's leading business ecosystems and a cornerstone of Dubai's economic development. More than a venue operator, DWTC is an integrated platform that connects global businesses, governments, investors and innovators, enabling trade, investment, knowledge exchange and international collaboration at the heart of one of the world's fastest-growing business destinations.

Through its world-class convention and exhibition venues, DWTC owns, hosts and delivers a year-round portfolio of international exhibitions, conferences and business events that bring together industry leaders from across the globe. These events create opportunities for businesses to enter new markets, forge strategic partnerships, showcase innovation and generate investment, reinforcing Dubai's position as a leading global hub for commerce and ideas.

DWTC's impact extends well beyond its events platform. Through its designated Free Zone, it provides a dynamic environment for companies to establish and expand their regional operations, while its diversified real estate and hospitality portfolio creates a vibrant mixed-use destination that supports businesses, residents and visitors alike. Together, these complementary businesses form an integrated ecosystem that strengthens Dubai's competitiveness, enhances its global connectivity and supports sustainable long-term economic growth.

In 2025, DWTC hosted 401 exhibitions and events and welcomed 2.97 million attendees. Of these, 108 large-scale events generated AED 25.03 billion in total economic output, reinforcing DWTC's contribution to Dubai's economy and its position as a leading global business events destination.

VISION

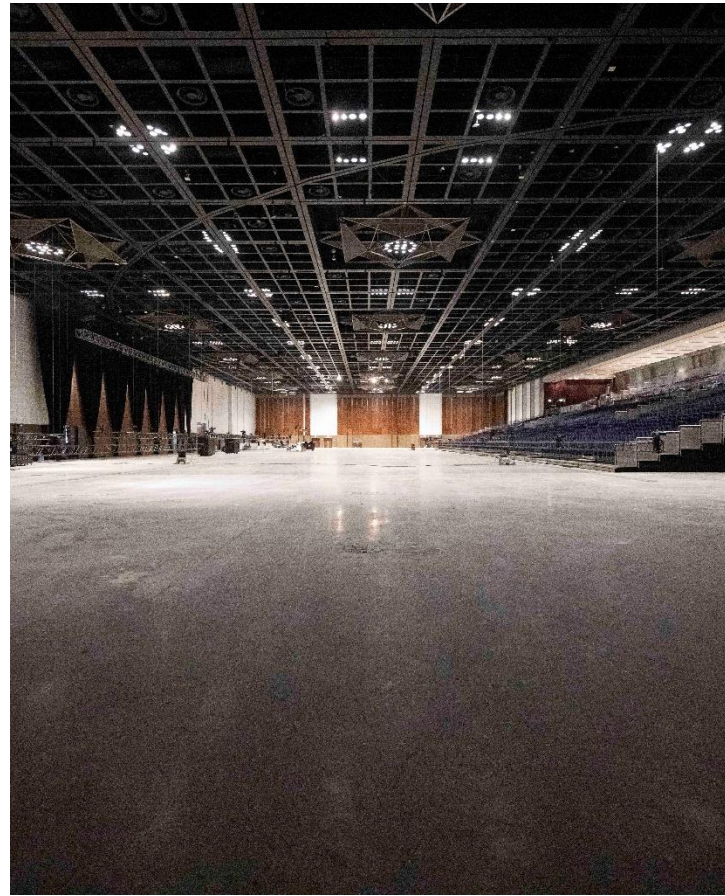
To advance Dubai as the world's leading business destination and the centre of tomorrow's potential.

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: Commercial Operations



Venue Services Management

Manages the leasing, operations and maintenance of DWTC's world-class convention and exhibition venues, while delivering premium hospitality and event services through flagship brands including Hospitality by DWTC, Weddings by DWTC, Event Plus and Emirates Palace Catering.



Event Management

Develops, owns and delivers a year-round portfolio of industry-leading exhibitions and conferences across strategic sectors, including technology, healthcare, energy, food and beverage, mobility and manufacturing.



DXB LIVE

DWTC's experiential agency, delivering end-to-end solutions encompassing event management, exhibition stand design and build, live production, brand activations and digital experiences.



Real Estate and Asset Management

Manages DWTC's diversified commercial real estate portfolio, comprising office, retail and mixed-use assets across the DWTC campus, the Dubai Exhibition Centre (DEC) and Expo Village. The division drives long-term value through active asset management, strategic leasing, placemaking, activation and the ongoing development of a vibrant, integrated business district in the heart of Dubai.



Free Zone

Through the Dubai World Trade Centre Authority, the Free Zone provides a dynamic business ecosystem for multinational companies, SMEs, start-ups and entrepreneurs. Offering a streamlined regulatory framework and world-class infrastructure, it enables business growth, innovation and investment while supporting Dubai's position as a leading global business destination.

Connecting Businesses, Creating Lasting Impact

Aligned with UN SDG 8 - Decent Work and Economic Growth

Dubai World Trade Centre plays a pivotal role in advancing Dubai's position as one of the world's leading destinations for business, investment and innovation. By bringing together global businesses, governments, investors, entrepreneurs and industry leaders, we create the connections that drive trade, accelerate knowledge exchange and unlock new economic opportunities across sectors and markets.

Our year-round portfolio of international exhibitions, conferences and business events serves as a catalyst for commercial growth, enabling organisations to enter new markets, launch innovations, secure investment, strengthen supply chains and establish strategic partnerships. In 2025, flagship events including GITEX GLOBAL, Gulfood, Gulfood Green, World of Coffee Dubai and the Global Encounters Festival welcomed participants from around the world, reinforcing Dubai's role as a global platform for commerce, collaboration and ideas.

As we continue investing in future-ready infrastructure, sustainable operations and exceptional customer experiences, we remain committed to creating lasting value for our customers, our partners, our communities and the wider economy - helping shape the future of business events while supporting Dubai's long-term economic ambitions.

Beyond our events platform, DWTC delivers value through an integrated business ecosystem encompassing world-class venues, a designated Free Zone, commercial real estate, hospitality and business services. Together, these complementary capabilities create an environment where businesses can establish, grow and thrive, while supporting the continued development of Dubai as a globally connected business destination.

The impact of DWTC extends far beyond the events hosted within our venues. By attracting international visitors, facilitating trade and investment, supporting local enterprises and strengthening business confidence, our operations generate significant economic value for Dubai and the UAE. In 2025, 108 large-scale events held at DWTC generated AED 25.03 billion in total economic output and welcomed 2,175,150 attendees, demonstrating the organisation's significant contribution to Dubai's economy and global business events sector.

Building a Sustainable Foundation for Future Events

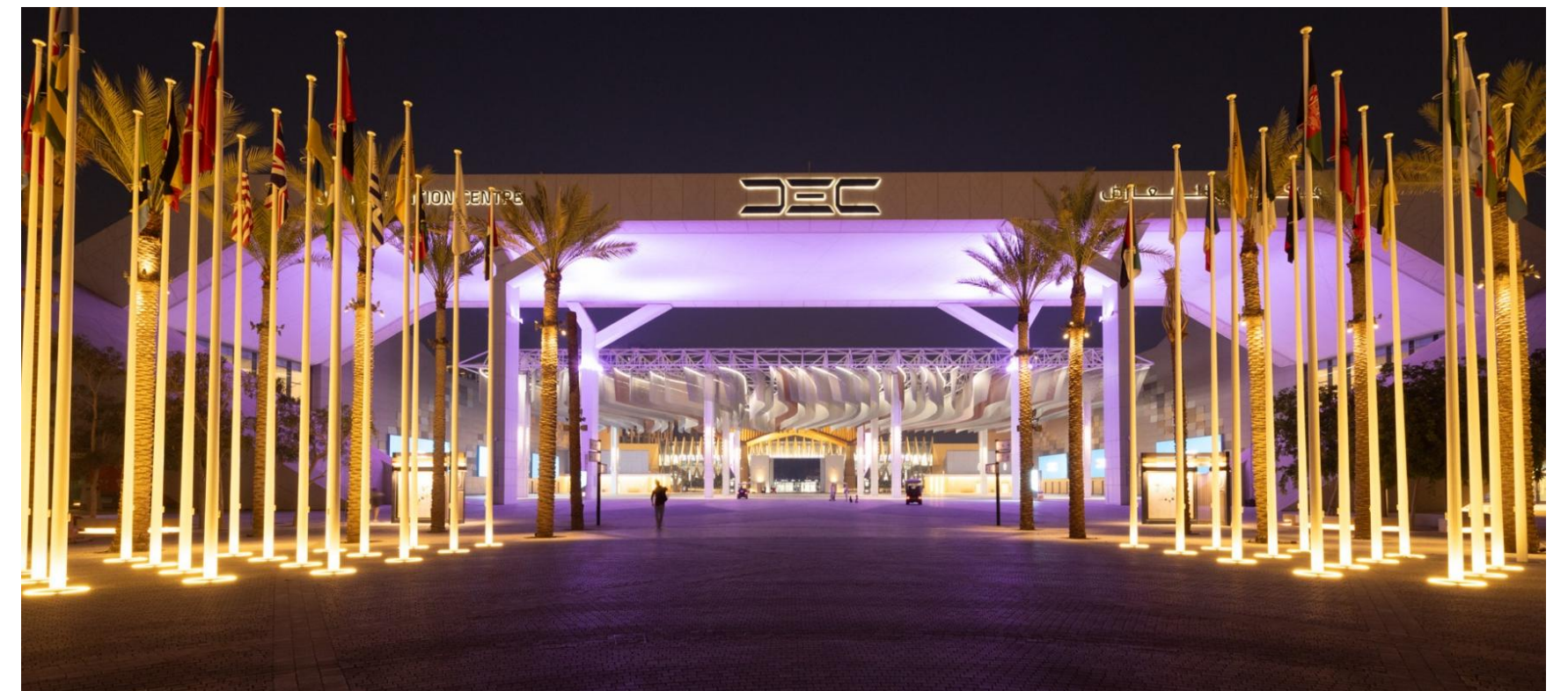
Aligned with UN SDG 9 - Industry, Innovation and Infrastructure

The expansion of the Dubai Exhibition Centre (DEC) represents one of the most significant infrastructure investments in DWTC's history and a major milestone in supporting Dubai's long-term economic ambitions. Developed to meet growing global demand for world-class exhibitions, conferences and live events, the expansion has been designed to create a future-ready venue that combines operational excellence with sustainability, innovation and resilience.

Phase 1, completed in Q1 2026, increased DEC's exhibition capacity from 46,000 m² to 140,000 m², strengthening Dubai's ability to attract larger international events and supporting the emirate's ambition to become one of the world's leading destinations for business events. The full expansion programme is planned to increase total indoor exhibition space to 180,000 m² by 2031. Sustainability has been embedded throughout the project, with resource-efficient technologies, smart infrastructure and sustainable design principles incorporated to enhance environmental performance, operational efficiency and the visitor experience.

As Phase 2 progresses, the expansion will continue to reinforce Dubai's position as a global hub for trade, investment and knowledge exchange, creating the infrastructure needed to support the next generation of international exhibitions and conferences while delivering lasting economic and social value.

A detailed case study on the Dubai Exhibition Centre expansion is presented later in this report.



Business Highlights

2025 marked another year of strong growth and impact for Dubai World Trade Centre, reinforcing its position as one of the world's leading business events destinations and a key contributor to Dubai's economic development.

2025 Headline Achievements



Hosted **401 exhibitions and events**, including 108 large-scale events assessed in the economic impact assessment.



Recorded **8% growth in large-scale event attendance**, while welcoming almost 2.97 million attendees across the full portfolio of exhibitions and events.



Generated **AED 25.03 billion in economic output**, from 108 large-scale business events.



Delivered **substantial business impact**, with every AED 1 invested in a large-scale event generated approximately AED 5.5 of economic output across Dubai's economy.



Retained **AED 14.66 billion of Gross Value Added** within Dubai's economy, supporting more than 94,000 jobs across the emirate.





Key Performance Indicators

401 exhibitions
and events

hosted* (6% year-on-year increase)



35 new events

exhibitions, conferences and
association events added to the
calendar



2,966,455

Attendees across all 401
exhibitions and events



8% growth

in large-scale event
attendance



629,499 attendees

at DWTC-organised events



947,000

international visitors across the
108 large-scale events



63,401 exhibiting
companies

(43% international)



59% economic value

retained within Dubai



**Excluding weddings*

ESG Highlights for 2025



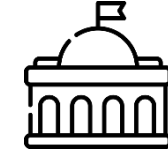
Environmental

- **Reduced Scope 2 greenhouse gas emissions** by 7.5% compared with 2024.
- **Achieved Green Globe Gold status**, recognising five consecutive years of Green Globe certification and reinforcing our leadership in sustainable venue management.
- Diverted **more than 306 tonnes of surplus food and food waste** from disposal through donation and composting.
- Implemented **Klimato**, a food carbon footprint calculator, to strengthen emissions measurement and reporting.
- Participated in **environmental stewardship initiatives**, including Earth Hour, the Emirates Environmental Group (EEG) Can Collection Campaign and the Clean the Desert initiative.



Social

- Donated more than **30.7 tonnes of untouched surplus food** during Gulfood and Gulfood Manufacturing through the UAE Food Bank.
- Established our **first Sensory Room** in partnership with Novotel, enhancing accessibility and inclusion for visitors.
- Supported the **Dubai Down Syndrome Centre** and the **Dubai Autism Campaign**, promoting inclusion and community well-being.
- Published the **first Wellness Map** for the DWTC campus and Dubai Exhibition Centre (DEC), encouraging health, well-being and active lifestyles.



Governance

- Hosted the **second Sustainability Dialogues**, convening industry leaders to accelerate sustainable event practices.
- Earned the **ESG Label** from the Dubai Chamber of Commerce, recognising DWTC's commitment to ESG excellence.
- Contributed to the development of the Dubai Department of Economy and Tourism (DET) **Event Sustainability Guidelines**.
- Contributed to the **UAE Food Loss and Waste Baseline Study**, supporting national sustainability benchmarking and policy development.
- Strengthened governance and operational efficiency through the implementation of the **Xerox Managed Print Services (MPS) programme**.

Key ESG Priorities Going Forward



Reporting and regulatory compliance

Strengthen DWTC's climate-related reporting and governance processes to support alignment with applicable requirements under Federal Decree-Law No. 11 of 2024 on the Reduction of Climate Change Effects, taking account of relevant implementing decisions and guidance from the Ministry of Climate Change and Environment (MOCCA) and relevant local authorities.



Green First strategy implementation

Progress the LEED Gold certification for the Dubai Exhibition Centre (DEC) expansion and LEED Gold Operations and Maintenance (O+M) certification for the Dubai International Convention and Exhibition Centre (DICEC), subject to project delivery and certification timelines.



Industry leadership and collaboration

Host the third Sustainability Dialogues to reinforce DWTC's ESG leadership across the MICE ecosystem.

Launch the inaugural Asset Management Sustainability Dialogues to strengthen sustainability collaboration across asset management stakeholders.



People and partnerships

Roll out an ESG training programme for all employees.

Obtain an EcoVadis sustainability rating.

Deliver corporate social responsibility initiatives, including Ramadan meal distribution and broader community engagement programmes.



Alignment with National and Global Agendas

International Frameworks and Standards



United Nations Sustainable Development Goals (UN SDGs)



Green Globe



GREENHOUSE GAS PROTOCOL

Greenhouse Gas Protocol (GHG Protocol)



UAE Vision 2031



Intergovernmental Panel on Climate Change (IPCC)



UAE Net Zero 2050 Strategy



Events Industry Council (EIC)



UAE Green Agenda 2030



The Foundations of Our Sustainability Approach

How we define our priorities

We use the United Nations Sustainable Development Goals (UN SDGs) as the overarching reference framework to identify and prioritise the environmental, social and governance issues most relevant to our business, stakeholders and long-term strategy.

How we measure our impact

We measure and report our environmental performance using internationally recognised climate accounting methodologies, including the Greenhouse Gas Protocol (GHG Protocol) and scientific guidance from the Intergovernmental Panel on Climate Change (IPCC), ensuring our reporting is robust, transparent and globally comparable.

How we operate

We integrate sustainability principles into venue management and event delivery, guided by industry best practices and certification frameworks such as Green Globe and the Events Industry Council (EIC), to enhance operational efficiency, resource stewardship and inclusive experiences.

How we support national priorities

We align our ESG strategy and operational initiatives with the UAE Vision 2031, the UAE Net Zero 2050 Strategy and the UAE Green Agenda 2030, contributing to the country's long-term economic, environmental and social development.



Our Certifications & Standards

Our venues and operations hold internationally recognised certifications and align with leading global standards, reflecting our commitment to quality, sustainability, health and safety, our people and operational excellence.

Sustainable Venue Certifications

Green Globe Gold Certification – Dubai International Convention and Exhibition Centre (DICEC) - fifth consecutive year, achieving Gold status

Green Globe Certification – Dubai Exhibition Centre (DEC)

Green Building Certifications

LEED Gold - 11 active certifications

LEED Silver - 9 active certifications

Health and Hygiene

GBAC STAR Facility Accreditation



International Organisation for Standardisation (ISO) Standards – Operations

ISO 22301 - Business Continuity Management Systems

ISO 14001 - Environmental Management Systems

ISO 45001 - Occupational Health and Safety Management Systems

ISO 9001 - Quality Management System

ISO 22000 - Food Safety Management System

ISO 20121 - Event Sustainability Management System

ISO 41001 - Facility Management (FM) Management Systems

International Organisation for Standardisation (ISO) Standards - People

ISO 23326 - Employee Engagement

ISO 30405 - Recruitment

ISO 30409 - Workforce Planning

ISO 30422 - Learning and Development

Our Recognitions and Awards

DWTC's commitment to sustainability, operational excellence and industry leadership has been recognised through a range of certifications, awards and industry accolades.

Sustainability Recognition

ESG Label - Dubai Chamber of Commerce

Environmental Savings Certificate - EcoBurner

Carbon Savings Certificate - Neutral Fuels

Industry Awards

Sustainability Initiative of the Year - Middle East Waste & Recycling Awards

First Runner-up - Arabian CSR Awards, Hospitality Sector

Best Community Event - Hatta Cultural Nights

Best Stand Design & Build (Under 100 m²) - Fujifilm Stand, MedLab

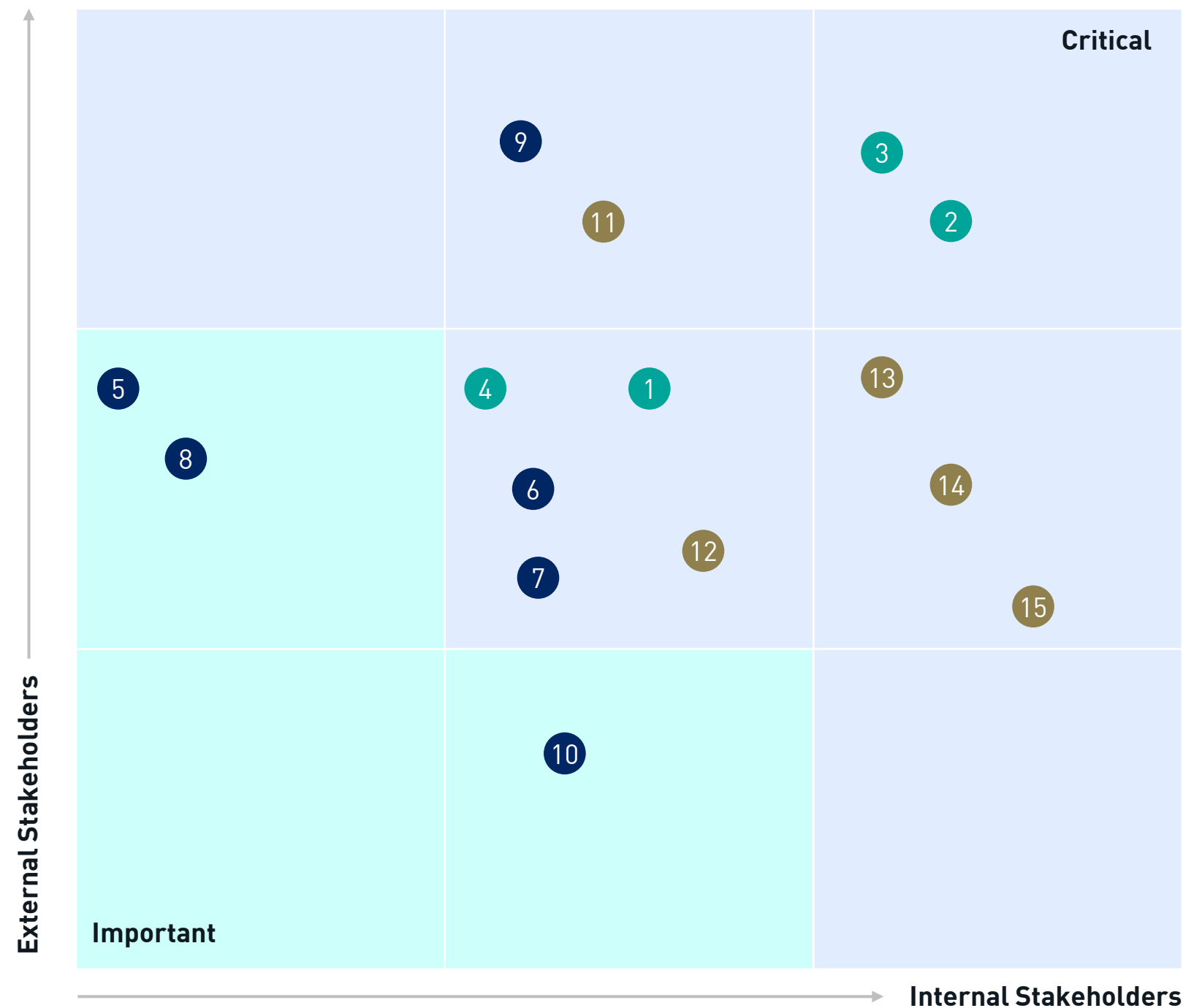
Best Event on a Budget - Dubai Coffee Festival



Materiality Assessment: ESG Topics

Our sustainability strategy is guided by the ESG topics that are most significant to our business and stakeholders. In 2023, we conducted a materiality assessment through stakeholder engagement and benchmarking against industry peers and recognised sustainability frameworks. The assessment identified 15 material ESG topics, aligned with the GRI Standards and the United Nations Sustainable Development Goals (UN SDGs). These topics continue to represent our most significant sustainability priorities and form the basis of this 2025 ESG Report.

The materiality matrix below summarises the results of the 2023 assessment and continues to guide our ESG strategy, initiatives and reporting.



ESG Material Topics

- 01 Land Use and Natural Capital
- 02 Waste Generation
- 03 GHG* and Energy Consumption
- 04 Water Consumption
- 05 Community Development and Cultural Preservation
- 06 Employee Training, Attraction and Retention
- 07 Health, Wellness and Quality of Life
- 08 Diversity and Equal Opportunity
- 09 Customer Experience and Satisfaction
- 10 Emiratisation
- 11 Economic Impact on Local Economy and SMEs
- 12 Cybersecurity and Data Privacy
- 13 Corporate Governance
- 14 Risk and Crisis Management
- 15 Ethical, Green and Resilient Supply Chain

* GHG = Greenhouse Gas

2

ENVIRONMENT

As one of the world's leading destinations for exhibitions, conferences and business events, Dubai World Trade Centre recognises that environmental performance is fundamental to the long-term success of both our organisation and the industries we serve. Every event we host relies on efficient, resilient and sustainable infrastructure – from the energy that powers our venues to the water, materials and resources required to deliver world-class experiences for millions of visitors each year.

Our approach extends beyond reducing environmental impacts. We continually invest in technologies, infrastructure and operational improvements that enhance resource efficiency, strengthen business resilience and support Dubai's transition towards a lower-carbon economy. By embedding sustainability into the way we design, operate and develop our venues, we are creating long-term value for our customers, our communities and the wider economy while helping shape a more sustainable future for the global business events industry.



FOCUS AREAS

Greenhouse Gas Emissions

Energy

Water Stewardship

Waste Generation

Land Use and Natural Capital

2025 Highlights



12%
reduction in MICE energy intensity compared with 2024



7.5%
reduction in Scope 2 greenhouse gas emissions compared with 2024



5%
reduction in MICE water intensity compared with 2024



275.5
tonnes of food waste composted, representing a 58% increase compared with 2024



20
active LEED certifications across the portfolio



Understanding Our Carbon Footprint

Aligned with UN SDG 13 - Climate Action

Understanding our greenhouse gas emissions is fundamental to managing climate-related risks, improving operational efficiency and identifying opportunities to reduce our environmental footprint. As DWTC continues to grow, measuring emissions enables us to ensure that business expansion is accompanied by continual improvements in carbon efficiency.

Our greenhouse gas inventory provides a broad view of emissions across our operations and value chain, supporting informed decision-making, transparent reporting and the development of targeted initiatives that contribute to the UAE Net Zero 2050 Strategy while strengthening the long-term resilience of our business.

Scope of Emissions



Scope 1 Direct Emissions

Emissions from sources owned or controlled by DWTC, including stationary combustion (diesel generators and LPG used for cooking and heating), mobile combustion from owned and leased vehicles and fugitive emissions from refrigerant leakages in HVAC, chiller and refrigeration systems, as well as CO₂-based fire extinguishers.



Scope 2 Indirect Energy Emissions

Indirect emissions associated with the generation of purchased electricity and district cooling consumed across our venues, offices and other operational assets.

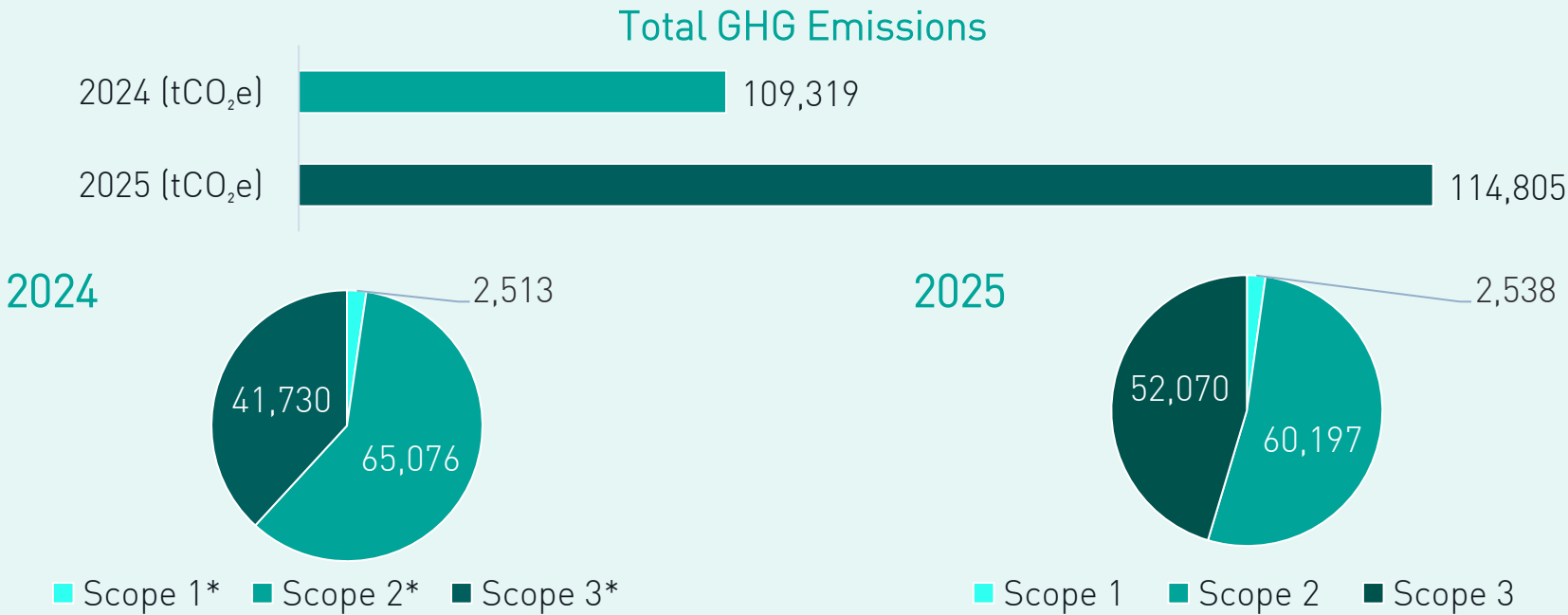


Scope 3 Other Indirect Emissions

Indirect emissions occurring across our value chain, including purchased goods and services (Category 1), waste generated in operations (Category 5), business travel (Category 6), employee commuting (Category 7) and downstream leased assets (Category 13).

GHG Emissions Summary

DWTC's total greenhouse gas (GHG) emissions across Scope 1, 2 and 3 are presented below.



Total GHG emissions increased by 5.0%, from 109,319 tCO₂e in 2024 to 114,805 tCO₂e in 2025, as our exhibitions, events and real estate operations continued to grow. Emissions grew more slowly than business activity, and emissions intensity improved in both business categories (see page 21). Scope 2 emissions decreased by 7.5%, from 65,076 to 60,197 tCO₂e. This reflects a 2.6% reduction in purchased electricity, a 0.7% reduction in district cooling and a lower grid emission factor in 2025. Scope 1 emissions remained broadly stable at 2,538 tCO₂e. Emissions from fuel combustion increased mainly due to higher LPG consumption following increased occupancy in Expo Village, together with higher diesel use for generators as event activity grew. This was largely offset by a reduction in fugitive refrigerant emissions. Scope 3 emissions increased by 24.8%, from 41,730 to 52,070 tCO₂e, mainly due to higher purchased goods and services linked to increased event activity.

Note: Scope 2 emissions are calculated using the location-based method, applying DEWA grid emission factors. Scope 3 emissions reported for 2025 do not include attendee travel to and from events. These journeys are arranged independently by attendees and fall outside DWTC's operational control. Attendee trips also frequently serve more than one purpose, so the associated emissions cannot currently be allocated to individual events with sufficient accuracy. This category has therefore been excluded from the 2025 reporting boundary, consistent with previous years. Other Scope 3 categories, including capital goods (Category 2) and fuel- and energy-related activities (Category 3), are not currently included and will be assessed for future reporting.

*2024 GHG Data:

In 2025, DWTC enhanced its greenhouse gas (GHG) accounting, updating certain methodologies and emission factors to strengthen alignment with the GHG Protocol. To enable meaningful year-on-year comparison, the relevant 2024 metrics presented in this report have been restated to be directly comparable for a like-for-like representation.

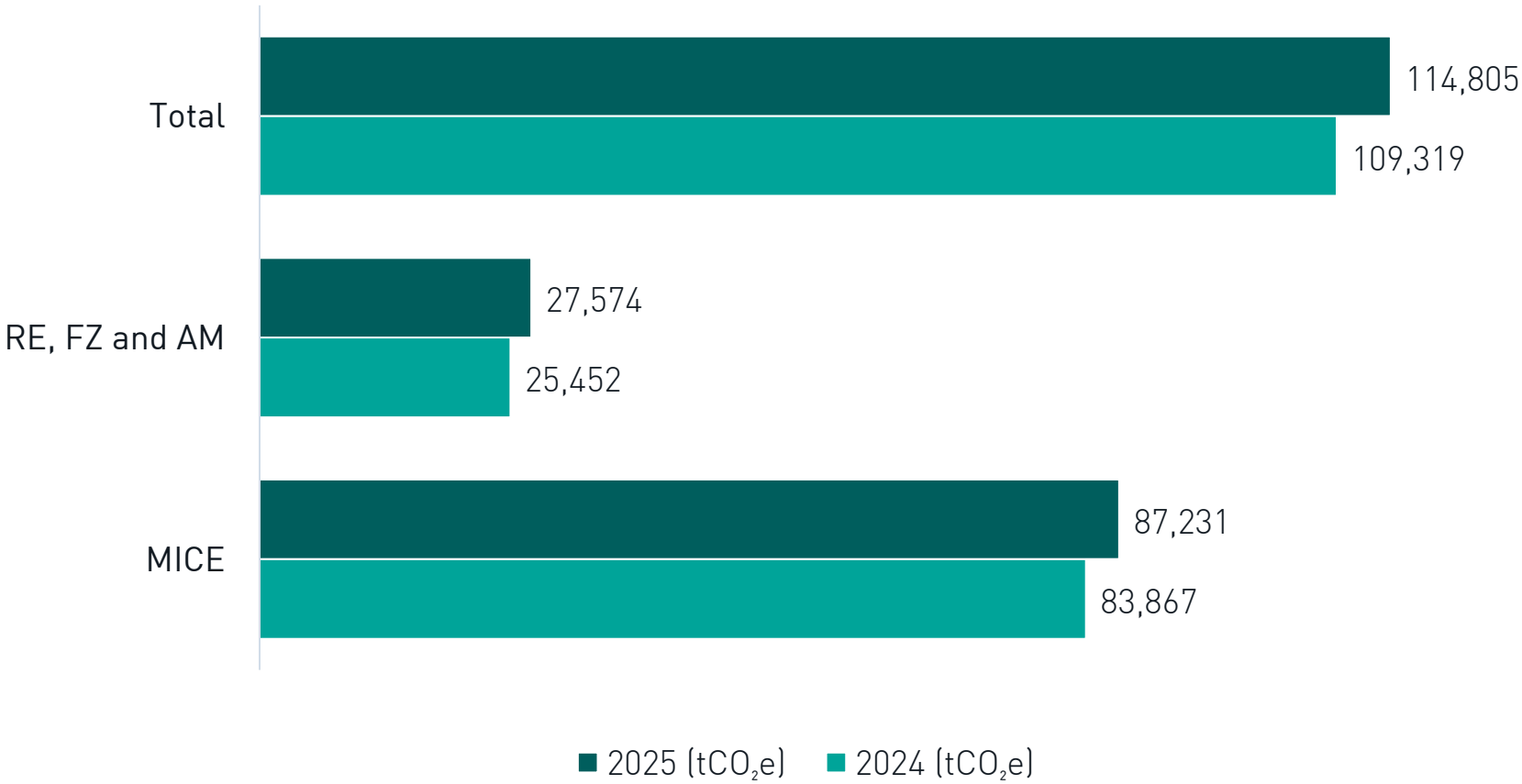
Emissions by Business Activity

To provide greater transparency into our greenhouse gas (GHG) emissions profile, DWTC reports emissions across two principal business activity categories that reflect the distinct nature of our operations.

Meetings, Incentives, Conferences and Exhibitions (MICE): This category includes emissions associated with the delivery of our MICE activities, including event and exhibition operations, venue services, hospitality and catering, DXB LIVE operations and other activities directly supporting our MICE business.

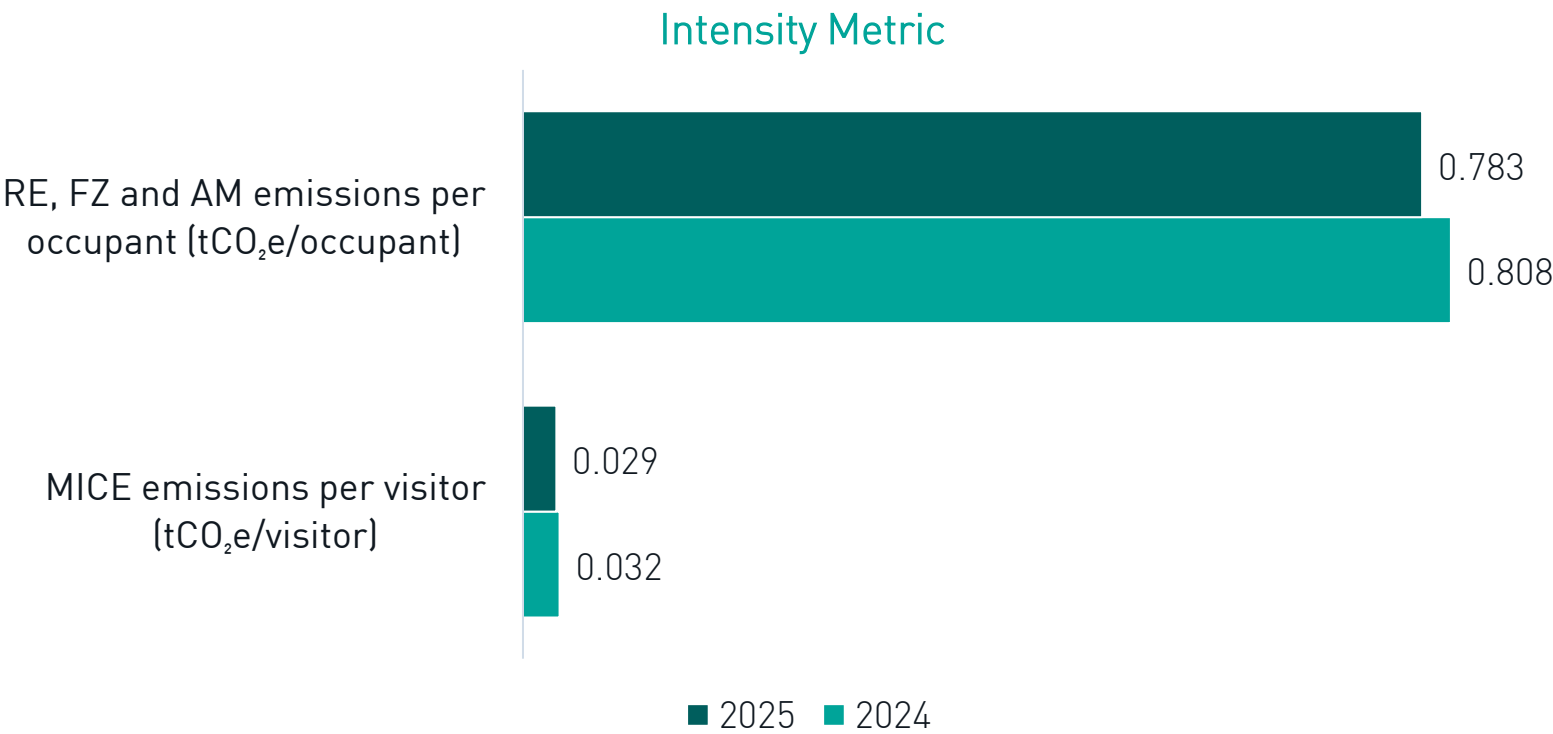
Real Estate, Free Zone and Asset Management (RE, FZ and AM): This category includes emissions associated with the operation and management of our commercial real estate portfolio, residential assets, Free Zone operations, retail operations and associated asset management activities, including Expo Village, The Apartments, One Central commercial offices and Free Zone facilities.

Business Activity



Emissions Intensity

Emissions intensity metrics enable us to measure the carbon efficiency of our operations relative to business activity levels, allowing performance to be tracked independently of changes in the scale of our operations. Two emissions intensity indicators are reported, corresponding to DWTC's two principal business activity categories.



Emissions Avoided through Reduction Initiatives

DWTC also estimates the emissions avoided through its renewable energy, waste diversion and alternative fuel initiatives.

These initiatives avoided an estimated 7,220 tCO₂e in 2025. The actual emissions associated with each activity are already reflected in DWTC's reported GHG inventory: on-site solar generation reduces the grid electricity reported under Scope 2, emissions from waste recycling and food waste composting are included under Scope 3 (Category 5) and combustion emissions from biodiesel use are included under Scope 1. The avoided emissions shown here are a separate estimate of the difference between these actual emissions and hypothetical baseline scenarios. Approximately 1,824 tCO₂e relates to solar generation, the benefit of which is visible in lower reported Scope 2 emissions. The remaining approximately 5,396 tCO₂e, from recycling, composting and biodiesel use, is presented for transparency and is not an additional deduction from reported GHG emissions.

Emissions avoided in 2025 (tCO₂e):



Initiative	Activity Data (2025)	Baseline Emissions (tCO ₂ e)	Actual Emissions (tCO ₂ e)	Emissions Avoided (tCO ₂ e)	Assumptions used
Solar electricity generation	4,759,853 kWh	1,824.45	0.00	1,824.45	Baseline is the grid electricity the solar system replaced, using the DEWA grid emission factor applied to Scope 2. Solar generation produces no operational emissions. This benefit is already reflected in reported Scope 2.
Food waste composting	275.46 tonnes	482.05	121.97	360.08	Baseline is landfill disposal of the same 275.46 tonnes of food waste. Emissions from the composting process are counted as actual emissions and deducted from the baseline.
Waste recycling	2,905.26 tonnes	5,084.21	61.81	5,022.40	Baseline is landfill disposal of the same 2,905.26 tonnes of waste. Emissions from the recycling process are counted as actual emissions and deducted from the baseline.
Biodiesel use	125,860 litres	340.87	327.81	13.06	Baseline is the same volume of conventional diesel. Combustion emissions from the B-10 biodiesel actually used are deducted from the baseline.
Total		7,731.58	511.59	7,219.98	

Methodology and Assumptions

Emissions avoided are the difference between baseline emissions, which is what would have occurred without the initiative, and DWTC's actual 2025 emissions. The emission factors and assumptions applied to each initiative are set out in the table.

Biodiesel consumption is assumed to be Biodiesel (B-10).

Note: Figures are estimates, not carbon offsets. The actual emissions from solar generation, recycling, composting and biodiesel use are included in DWTC's reported Scope 1, 2 and 3 emissions. Avoided emissions are estimated against hypothetical baselines, are presented separately for transparency and should not be added to or subtracted from reported GHG emissions.



Energy: Powering Our Operations Responsibly

Aligned with UN SDG 7 - Affordable and Clean Energy

Delivering world-class exhibitions, conferences and business events depends on reliable, efficient and resilient energy infrastructure. Across our venues, real estate portfolio and supporting operations, energy powers every aspect of the customer experience while representing one of our most significant environmental impacts.

Improving energy efficiency therefore delivers multiple benefits. It reduces greenhouse gas emissions, lowers operating costs, enhances asset performance and strengthens business resilience. Through ongoing investment in smart technologies, infrastructure upgrades and operational optimisation, DWTC continues to improve energy performance while supporting Dubai's transition towards a more sustainable energy future.

Energy Use	2024	2025
Total Energy Consumption (GJ)	610,363	598,893
Energy Intensity – MICE (GJ/visitor)	0.17*	0.15
Energy Intensity – RE, FZ and AM (GJ/occupant)	4.87	4.39



Fuel Consumption

Fuel Consumption	2024	2025
Gasoline (L)	50,027	47,848
Diesel (L)	62,943	74,797
LPG (L)	200,916*	318,751
Biodiesel, B-10 – fossil portion (90%) (L)	119,005	113,274
Total (GJ)	12,854	15,964

**2024 figure restated; see note on page 20. Biodiesel is assumed to be a B-10 blend. Only the 90% fossil portion is shown here; the 10% bio-based portion is reported as renewable energy on page 24.*

The increase in LPG consumption in 2025 mainly reflects higher occupancy in Expo Village following the commissioning of additional buildings during the year.

Purchased Utilities

Purchased Utilities	2024	2025
Electricity (MWh)	142,710	139,002
Cooling (MWh)	79,879	79,336
Total (GJ)	579,168	565,377

Cooling is converted to electricity-equivalent energy using a coefficient of performance (COP) of 4.4. Electricity is converted at 3.6 GJ/MWh.

During 2025, DWTC continued to improve the energy efficiency of its operations despite sustained growth in exhibitions, events and real estate activities. As a result, energy intensity declined across both principal business activity categories, demonstrating continued progress in decoupling energy consumption from business growth. Within the MICE business, energy intensity decreased from 0.17 GJ per visitor in 2024 to 0.15 GJ per visitor in 2025, representing an improvement of approximately 12%. Similarly, energy intensity across the Real Estate, Free Zone and Asset Management (RE, FZ and AM) business decreased from 4.87 GJ per occupant in 2024 to 4.39 GJ per occupant in 2025, representing an improvement of approximately 10%.

These improvements demonstrate the effectiveness of DWTC's energy management initiatives in enhancing operational efficiency while supporting continued business growth. Through the ongoing optimisation of building operations, investment in energy-efficient technologies and the continued integration of renewable energy solutions, we continue to improve energy performance, strengthen operational resilience and support the UAE's transition towards a lower-carbon economy.

Renewable Energy

DWTC continues to integrate renewable energy into its operations through the deployment of rooftop solar photovoltaic (PV) systems. As of 2025, our installed solar generation capacity totals 3.418 MW across key facilities, reducing reliance on grid electricity and supporting the UAE's transition towards a lower-carbon energy system.

Our installed solar capacity comprises:



Solar electricity generation decreased by 4.3%, from 4,973 MWh in 2024 to 4,760 MWh in 2025, reflecting natural year-to-year variation in solar irradiance and system operating conditions.

Renewable Energy Consumption	2024	2025
Solar (MWh)	4,973	4,760
Biodiesel – renewable portion of B-10 (L)	13,223	12,586
Renewable Total (GJ)	18,341	17,552

Biodiesel is assumed to be a B-10 blend; only the 10% bio-based portion is reported as renewable energy. Total biodiesel consumption was 132,228 L in 2024 and 125,860 L in 2025.

Building a Culture of Energy Efficiency

2025 Highlights



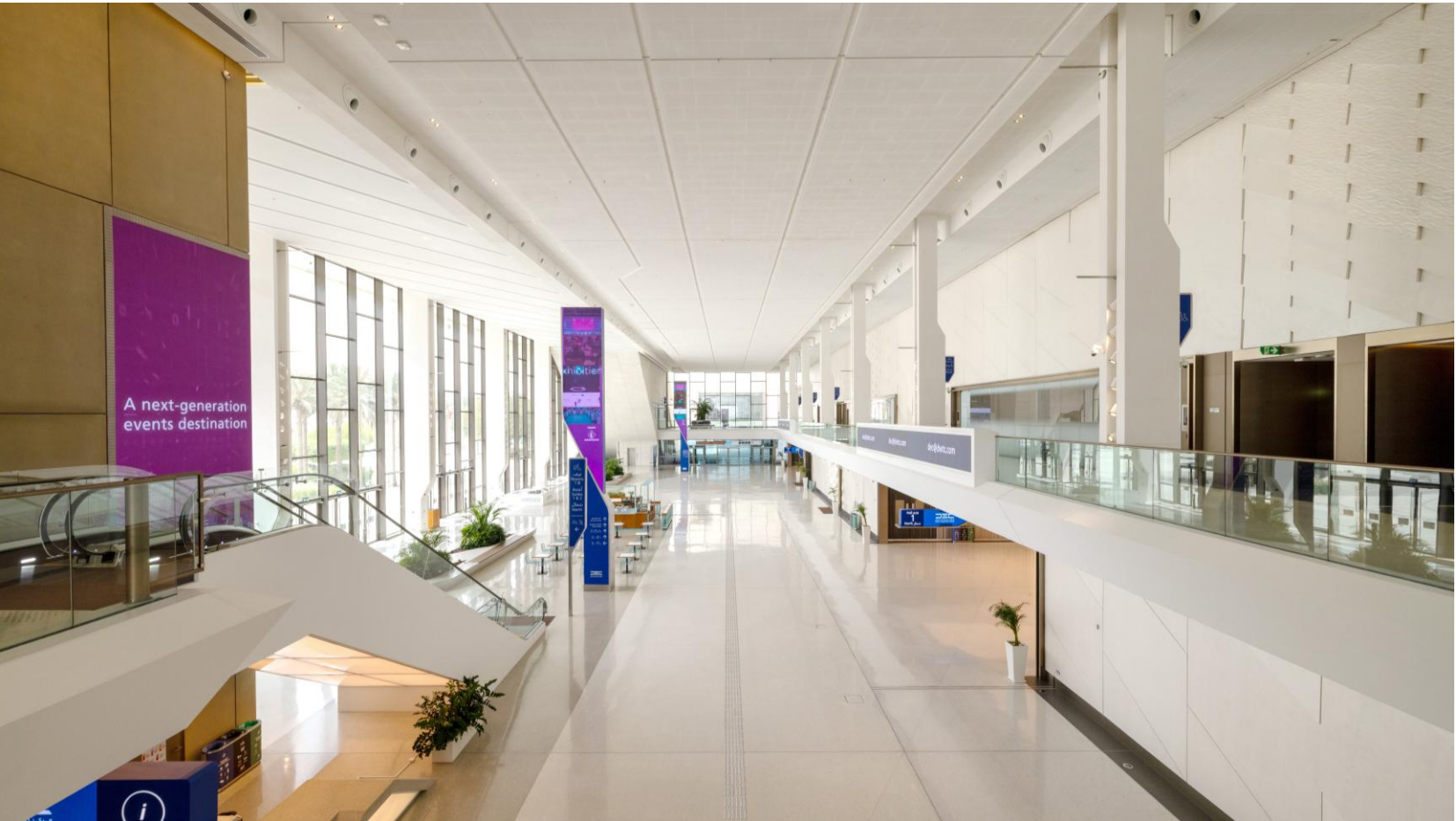
One Central

Delivered energy savings of 2,330 GJ through LED lighting retrofits, optimisation of the Lighting Control System (LCS) and chilled water pump (CHWP) performance tuning.



The Apartments

Upgraded lighting across the development to high-efficiency LED fixtures, delivering estimated annual cost savings of approximately AED 97,500.



Building a Culture of Energy Efficiency

During 2025, key initiatives included:

Delivering LED lighting retrofit programmes across parking areas, utility rooms, staircases and common areas, replacing legacy fluorescent lighting with high-efficiency LED fixtures to reduce electricity consumption and improve lighting performance.

Optimising HVAC and chilled-water systems through chilled-water pump (CHWP) performance tuning and the centralisation of Lighting Control Systems (LCS), improving thermal efficiency while reducing energy losses.

Expanding our integrated energy monitoring ecosystem, comprising Building Management Systems (BMS), IoT sensors, smart meters and the Siemens digital energy management platform, providing real-time visibility of electricity and chilled water consumption and enabling data-driven optimisation of energy-intensive assets.

Strengthening Planned Preventive Maintenance (PPM) programmes across mechanical and electrical systems, including Fan Coil Units (FCUs), to maintain optimal equipment performance, improve operational reliability and minimise energy losses.

Embedding Energy Conservation Measures (ECMs) into day-to-day building operations and event delivery by using smart metering data to monitor energy intensity, benchmark performance and support evidence-based decision-making and continuous improvement.

Promoting a culture of energy efficiency by engaging employees, contractors, vendors and tenants through targeted awareness and training programmes that encourage energy-conscious behaviours across DWTC's operations.

Maintaining stable energy consumption across newly occupied buildings despite increasing occupancy and operational activity, demonstrating the effectiveness of DWTC's energy management approach in supporting business growth while limiting increases in energy demand.



Building a Culture of Energy Efficiency



Way Forward

To further strengthen energy performance across DWTC, management has identified a range of initiatives designed to improve energy efficiency, optimise asset performance and support our long-term sustainability objectives.

At Expo Village, we plan to pursue LEED Operations and Maintenance (LEED O+M) certification across all 15 residential buildings, establish energy consumption baselines and activate electric vehicle (EV) charging infrastructure at Expo Village Residences 1 and 3. We also plan to install leak detection systems in key locations, including the main pump rooms and rooftop water tank rooms, enabling the early identification of water losses and improving water efficiency across the residential portfolio.

At DXB LIVE, our focus will be on strengthening internal capability in event carbon accounting and the application of emission factors, while developing a design-stage carbon estimation template using 2025 baseline consumption data. We also aim to achieve 100% completion of sustainability training for our Quality Assurance team, reduce data gaps in vendor-provided utility reports by 15%, establish a formal fuel consumption reduction target and fully integrate DXB

LIVE's operational data into DWTC's broader ESG reporting framework.

At One Central, we will continue to enhance energy performance through HVAC optimisation, targeted equipment upgrades and enhanced preventive maintenance, aligned with our departmental objectives. Progress will be measured against defined key performance indicators (KPIs) for energy consumption, system reliability and maintenance effectiveness, supported by annual and multi-year targets that drive continuous improvement and strengthen long-term operational resilience.

Our Engineering team has developed a comprehensive programme of infrastructure upgrades to further enhance the energy efficiency, reliability and resilience of our venues and other assets. Planned initiatives include replacing ageing Air Handling Units (AHUs) and Fan Coil Units (FCUs) with electronically commutated (EC) motors, refurbishing chiller plants through compressor, condenser coil and insulation

upgrades and replacing chilled water and condenser water pumps to optimise overall system performance.

We also plan to improve cooling system efficiency by enhancing cooling tower filtration, installing chemical dosing systems for chilled water loops and replacing sections of chilled water pipework to minimise leakage losses. On the electrical side, LED retrofit programmes will be expanded across street lighting, concourse areas and external canopies, supported by the deployment of smart IoT-enabled lighting controls to further optimise energy consumption.

In addition, selected kitchen equipment and fire protection systems will be upgraded to enhance asset reliability, improve operational efficiency and maintain compliance with applicable safety requirements.

These initiatives are subject to internal approval and may be refined or reprioritised to reflect evolving business priorities, operational requirements and implementation considerations.

Case Study 1

Highlights

AED 10 billion
expansion programme

140,000 m² of exhibition capacity
under Phase 1, completed in
Q1 2026

The DEC expansion spans **three
distinct phases** reaching a total of
180,000 m² of exhibition capacity
by 2031

Designed to target
LEED Gold certification

"Green First": Embedding Sustainability in the Dubai Exhibition Centre (DEC) Expansion

Why This Matters

The expansion of the Dubai Exhibition Centre (DEC) represents one of the most significant infrastructure investments in DWTC's history and a cornerstone of Dubai's long-term vision to strengthen its position as one of the world's leading destinations for exhibitions, conferences and business events. As global events continue to increase in scale and complexity, world-class, future-ready venues are essential to supporting Dubai's economic ambitions, attracting international investment and reinforcing the emirate's position as a global hub for business, innovation and knowledge exchange.

As part of the AED 10 billion expansion programme, Phase 1, completed in Q1 2026, increased DEC's exhibition capacity from 46,000 to 140,000 m² through the delivery of new permanent exhibition halls, supporting infrastructure and associated facilities. Designed to accommodate the next generation of international exhibitions and conferences, the expansion integrates sustainability, operational excellence and resilience into every stage of its design and development, ensuring that future growth is both environmentally responsible and commercially sustainable.

Impact

The Dubai Exhibition Centre expansion establishes a new benchmark for sustainable venue development in the region by bringing together environmental performance, operational resilience, digital innovation and customer experience within a single future-ready destination.

Beyond increasing exhibition capacity, the expansion strengthens Dubai's ability to attract larger, more complex international events that generate trade, investment, tourism and knowledge exchange. As the broader expansion programme progresses, DEC will play a pivotal role in supporting Dubai's long-term economic growth while positioning the emirate among the world's leading destinations for sustainable business events. Designed to meet internationally recognised sustainability standards, the expanded venue will serve as a flagship example of how major infrastructure projects can successfully combine commercial ambition with environmental responsibility.

The Challenge

Delivering a major expansion programme while maintaining uninterrupted operations at an active international events venue required meticulous planning, phased construction and close collaboration across contractors, consultants and operational teams.

At the same time, DWTC sought to embed sustainability into the core design of the development rather than treating it as a standalone feature, ensuring the expanded venue would deliver long-term environmental, operational and commercial value throughout its lifecycle.

Our Response

Sustainability principles were integrated throughout the design and construction of the expansion.

- **Energy Efficiency** – High-performance building systems, including energy-efficient HVAC equipment, advanced lighting controls, high-performance glazing, enhanced thermal insulation and integrated solar energy systems, have been incorporated to reduce energy demand, improve operational efficiency and lower long-term carbon emissions.
- **Water Stewardship** – Water-efficient plumbing fixtures, smart irrigation systems, drought-tolerant landscaping and rainwater harvesting solutions have been incorporated to minimise potable water consumption and strengthen long-term water resilience.
- **Sustainable Materials** – Priority was given, where practicable, to locally sourced and recycled construction materials to reduce transportation-related emissions and embodied carbon, while low-VOC materials were specified to enhance indoor environmental quality.
- **Circular Construction** – Construction waste management practices were implemented throughout the programme to maximise material recovery and recycling. Dedicated waste segregation infrastructure has also been incorporated to support efficient operational waste management once the venue is fully operational.
- **Smart Infrastructure** – An advanced Building Management System (BMS) has been integrated to optimise energy consumption, water use and indoor environmental quality through real-time monitoring and intelligent controls. The expansion also incorporates high-speed digital infrastructure and enhanced connectivity to meet the evolving technological requirements of international exhibitions and conferences.

Case Study 2

Highlights

468,633 kWh recorded across the full lifecycle of Gulfood Manufacturing

100% of the event lifecycle measured, including build-up, live event days and teardown

Established a baseline to support event benchmarking, carbon estimation and future energy reduction initiatives

Measuring Full Lifecycle Energy Use at Gulfood Manufacturing

Why This Matters

Understanding how and when energy is consumed throughout an event is fundamental to improving resource efficiency, reducing greenhouse gas emissions and strengthening the sustainability of business events. While energy consumption during live event days is often measured, build-up and teardown activities can represent a significant proportion of an event’s overall resource footprint but have historically received far less attention.

Recognising this opportunity, DWTC developed a standardised methodology to measure electricity and water use across the complete event lifecycle. By capturing a more comprehensive picture of event-related resource use, the initiative provides the data needed to improve environmental performance, strengthen carbon reporting and support more sustainable event planning.

The Challenge

Historically, energy monitoring focused primarily on live event days, providing only a partial understanding of total resource consumption. Significant electricity and water use during build-up and teardown activities was often not captured, limiting opportunities to identify efficiency improvements, benchmark performance consistently and accurately estimate the carbon footprint of events.

Our Response

DWTC developed a standardised methodology to collect, consolidate and analyse utility consumption data across events of different sizes and formats. The approach captures electricity and water use throughout the entire event lifecycle, from build-up and live operations through to teardown - creating a consistent and repeatable framework for measuring resource consumption across all stages of event delivery.

The methodology was successfully applied to Gulfood Manufacturing, where a total of 468,633 kWh of electricity was measured across the full event lifecycle. This established a robust baseline against which future events can be benchmarked and compared.

Impact

The initiative established DWTC's first comprehensive event resource consumption baseline, providing a far more complete understanding of where and how energy is consumed throughout the delivery of major exhibitions. By revealing energy-intensive activities that had previously been overlooked - including patterns in stand power consumption - it has created new opportunities to improve operational efficiency and reduce environmental impacts.

The data generated through this initiative will support DWTC in:

- Benchmarking resource consumption across different event types and formats;
- Improving the accuracy of event-level carbon footprint estimation;
- Identifying opportunities to optimise electricity and water consumption throughout the event lifecycle;
- Establishing future energy reduction targets and monitoring progress over time; and
- Supporting evidence-based decision-making for more sustainable event planning and delivery.

Beyond improving operational performance, this initiative strengthens DWTC’s capability to measure, manage and reduce the environmental footprint of its events using robust, data-driven insights. It represents an important step towards more sophisticated event sustainability management and reinforces DWTC's position as a leader in advancing sustainable practices across the global business events industry.



Water: Stewarding Every Drop

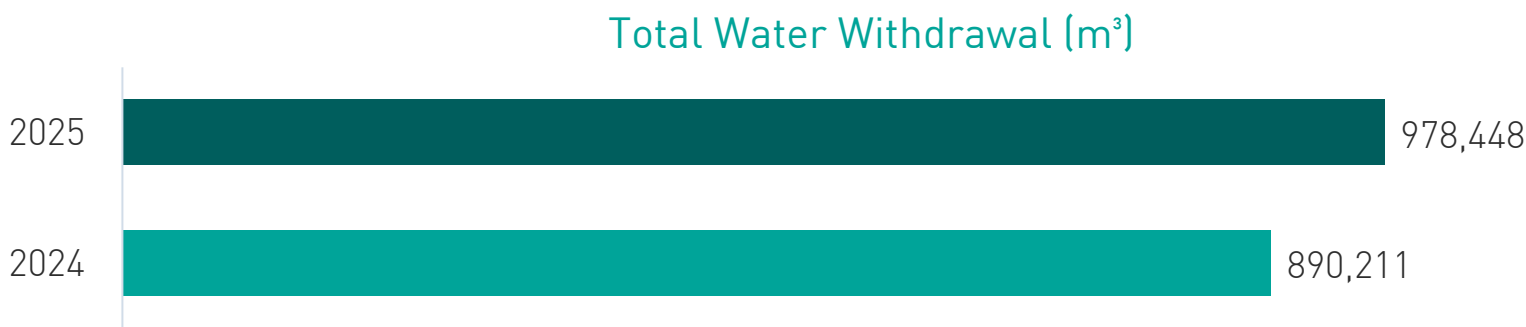
Aligned with UN SDG 6 - Clean Water and Sanitation

Water is one of the UAE's most valuable natural resources, making its responsible management both an environmental imperative and an operational priority. Across our venues, hospitality operations, commercial properties and residential assets, efficient water management is essential to maintaining high-quality customer experiences while supporting sustainable growth.

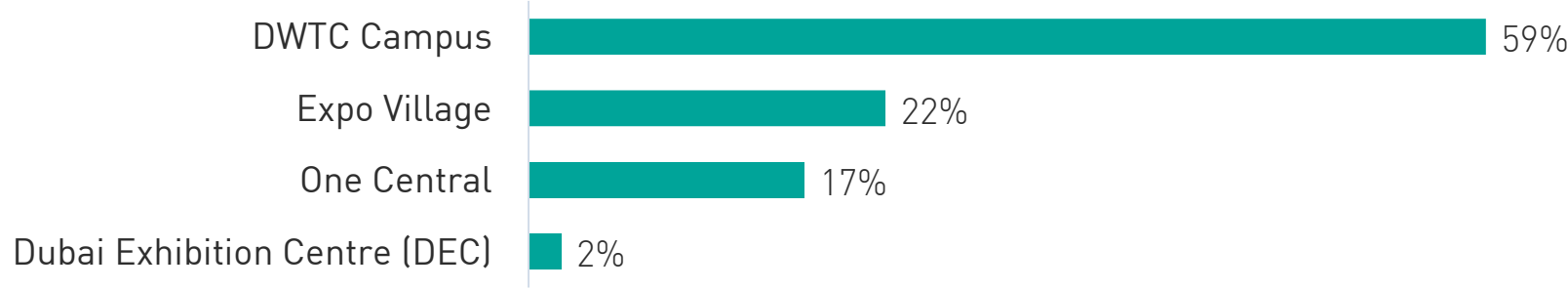
DWTC continues to strengthen water stewardship through infrastructure improvements, enhanced monitoring systems and operational innovation that improve resilience and support the responsible use of water across our integrated business ecosystem.

Water Usage Metrics

DWTC monitors water withdrawal across its operations through a combination of metering infrastructure and Building Management Systems (BMS), providing visibility into water use and supporting operational decision-making. These systems allow us to monitor performance, identify efficiency opportunities and strengthen water stewardship across our venues and real estate portfolio. Total water withdrawal increased by 9.9% in 2025, from 890,211 m³ to 978,448 m³. This increase primarily reflects the commissioning and occupancy of Expo Village Residences during the year, rather than a deterioration in water efficiency at existing assets.

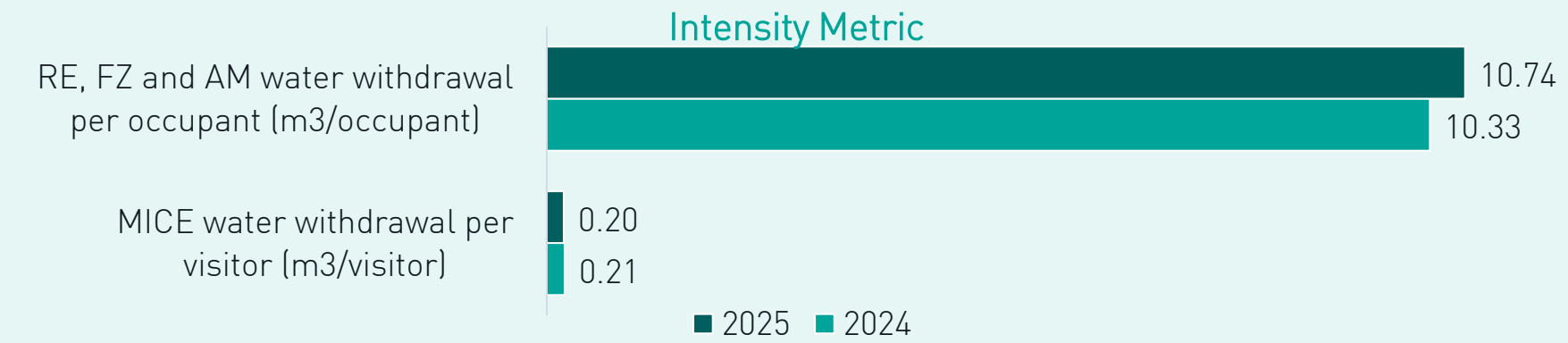


Water Withdrawal by Site



Water withdrawal intensity

To better understand operational efficiency independent of business growth, DWTC monitors water withdrawal intensity across its two principal business activity categories. Within the MICE business, water withdrawal intensity improved from 0.21 m³ per visitor in 2024 to 0.20 m³ per visitor in 2025, reflecting continued water conservation initiatives across our venues. Within the Real Estate, Free Zone and Asset Management (RE, FZ and AM) business, water withdrawal intensity increased modestly from 10.33 m³ per occupant in 2024 to 10.74 m³ per occupant in 2025. This increase primarily reflects a shift in the asset mix towards residential properties following the mid-year commissioning and occupancy of additional buildings at Expo Village, rather than a deterioration in the water efficiency of existing assets.



2025 Key Performance Highlights

- Across DWTC's portfolio, 2025 delivered measurable improvements in water stewardship through targeted infrastructure upgrades, advanced monitoring systems and the expanded use of non-potable water sources.
- Dubai Exhibition Centre (DEC) implemented leak rectification measures, water-efficient fixtures, and increased use of air-conditioning condensate and TSE for landscape irrigation.
- Expo Village commissioned a dedicated TSE holding tank within Expo Park, providing a resilient non-potable water supply for landscape irrigation. Water demand increased following the commissioning and occupancy of Expo Village Residences 3-5 during the year.
- Dubai International Convention and Exhibition Centre (DICEC) completed three infrastructure projects to improve water quality and reduce water losses, including flush tank replacements, variable frequency drive (VFD) booster pump installations and the continued replacement of GI pipes with PPR piping.
- One Central strengthened water management through upgraded metering systems, enhanced leak detection and the optimisation of faucet flow rates across major facilities, improving monitoring capability and supporting more efficient water management.

Initiatives and Technical Improvements

Reverse Osmosis Plant

DWTC's Reverse Osmosis (RO) facility continues to purify and recycle greywater supplied by Dubai Municipality. Through membrane filtration, the system produces treated water for reuse in cooling systems, reducing reliance on potable water and supporting more efficient water management across our operations.

TSE Holding Tank, Expo Park

In 2025, Expo Village Management commissioned a dedicated Treated Sewage Effluent (TSE) holding tank within Expo Park in partnership with Imdaad LLC. The facility provides a resilient supply of non-potable water for landscape irrigation during supply interruptions, eliminating the need to use potable water as a contingency source.

Water-Efficient Flush Tanks

Water-efficient flush tanks were installed across multiple DWTC buildings, replacing older units with reduced-capacity models that lower water consumption from 5.5–7.5 litres to 3.5–5.5 litres per flush. Across DWTC's high-footfall venues, these upgrades deliver significant cumulative water savings while reducing operating costs.

Cold Water Booster Pumps with Variable Frequency Drive (VFD) Technology

New cold water booster pumps equipped with Variable Frequency Drive (VFD) control systems were installed at Sheikh Saeed Hall, Zabeel Halls 1–3 and Halls 1 and 2. By automatically adjusting pump speed to match real-time demand, the system improves energy efficiency, extends equipment life and maintains consistent water pressure throughout the buildings.

Xeriscaping and Smart Irrigation

DWTC continues to implement xeriscaping principles by using drought-tolerant and native plant species across its landscaped areas. Seasonal irrigation schedules are combined with the use of Treated Sewage Effluent (TSE) wherever possible, reducing demand for potable water while maintaining healthy landscapes.

Water-Efficient Fixtures in DEC

Dubai Exhibition Centre (DEC) continues to operate a comprehensive suite of water-saving technologies, including dual-flush toilets, low-flow faucet aerators, waterless urinals and sensor-operated taps. Air-conditioning condensate and Treated Sewage Effluent (TSE) are also used for landscape irrigation, further reducing potable water consumption.

Maintaining Water Quality

DWTC maintains robust water quality management practices supported by emergency response procedures, root-cause investigations and close collaboration with Dubai Municipality. Wastewater is managed in accordance with all applicable regulatory requirements, with facilities connected to the municipal sewerage network wherever infrastructure is available.



Way Forward

To further strengthen water stewardship across our operations, DWTC has identified a range of initiatives to improve water efficiency, enhance infrastructure resilience and strengthen monitoring and asset performance. These initiatives span our venues, commercial real estate portfolio and residential assets, supporting the responsible management of water resources across all business activities.

Planned initiatives include:

- Installing a Glass Reinforced Plastic (GRP) water tank at Sheikh Rashid Hall to replace an ageing unit, improving water hygiene and reducing leakage risk.
- Expanding smart water metering and leak detection at One Central to provide granular consumption data, accelerate leak identification and support data-driven water management.
- Installing additional water-efficient fixtures across selected commercial and event facilities at One Central to further reduce potable water consumption.
- Installing two new water transfer pumps at The Apartments to improve water transfer efficiency, enhance system reliability and reduce maintenance requirements.
- Completing the rectification of the water leakage detection system across the Dubai Exhibition Centre (DEC) and extending the system to the DEC expansion project.
- Continuing the phased replacement of galvanised iron (GI) domestic water pipework with polypropylene random (PPR) piping across the remaining areas of the Sheikh Rashid Tower (SRT) Multi-Storey Car Park.

The initiatives are subject to internal approval and may be refined or reprioritised to reflect evolving business priorities, operational requirements and implementation considerations.

Waste: Advancing Circularity and Resource Recovery

Aligned with UN SDG 12 - Responsible Consumption and Production

As a large-scale destination welcoming millions of visitors each year, DWTC recognises its responsibility to minimise waste generation and maximise the value of materials throughout their lifecycle. Effective waste management is fundamental to reducing environmental impacts while improving operational efficiency and supporting the transition towards a more circular economy.

Working alongside our customers, exhibitors, contractors and service providers, we continue to strengthen waste segregation, recycling and resource recovery across our operations while embedding circular economy principles into the delivery of events and venue management.

In 2025, total waste generated increased by 16.4% compared with 2024, primarily reflecting higher event activity and the expansion of residential operations at Expo Village.

Waste Management Partners

Effective waste management relies on strong collaboration with specialist partners across the waste value chain. DWTC works with a range of organisations to maximise recycling, composting, material recovery and responsible waste treatment, supporting our ambition to minimise waste sent to landfill.



BEEAH

General waste collection, material recovery and operation of the Material Recovery Facility (MRF)



EEG (Emirates Environmental Group)

Recycling initiatives and reforestation campaigns



Union Paper Mills

Wood and cardboard recycling



Global Textile / Dr. Linen

Linen and textile recycling, including uniforms



Waste Lab

Food waste composting



Imdaad LLC

Waste management services for Expo Village



Enviroserve

IT asset and electronic waste (e-waste) recycling



Tadweer / Dubai Municipality

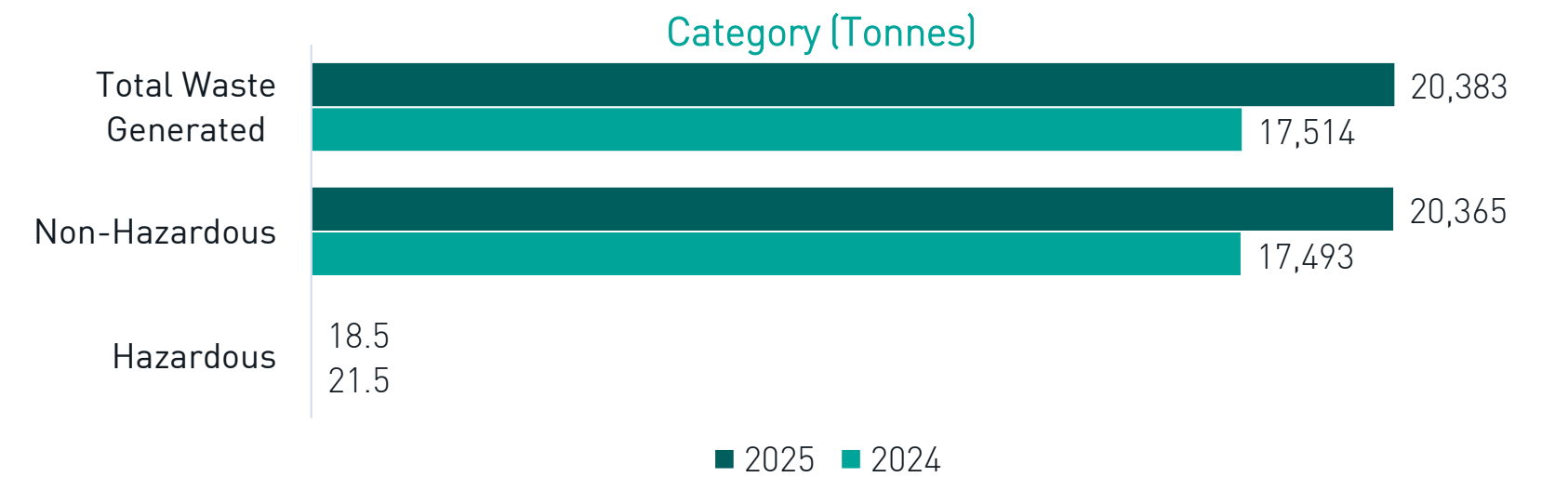
Recycling and waste-to-energy solutions

Waste Generated

Waste is generated across DWTC's operations through four principal activity streams:

- Event build-up and teardown, including timber, metals, carpets, plastic wrapping and paint tins.
- Event operations, including banners, signage, food waste, paper, glass, aluminium cans and single-use service items.
- Hospitality and catering, including food waste and used cooking oil.
- Residential operations at Expo Village, including general waste and mixed recyclable materials.

Total waste generation increased from 17,514 tonnes in 2024 to 20,383 tonnes in 2025, primarily reflecting higher event activity and the expansion of residential operations at Expo Village. Non-hazardous waste accounted for more than 99% of total waste generated, while hazardous waste remained minimal and was managed through approved disposal and recycling channels.



*Figures in the chart have been rounded.



Waste by Stream

Non-Hazardous Waste

Total non-hazardous waste increased to 20,365 tonnes in 2025, representing a 16.4% increase compared with 2024. This growth was primarily driven by higher event activity and the commissioning and occupancy of additional residential buildings at Expo Village. Increases were recorded in food waste, cardboard and metal scrap, while recycled volumes of timber, paper, plastics and used cooking oil declined. This decline was mainly due to contamination and poor segregation of recyclable materials at source, which reduced the amount of material accepted for recycling, and, for wood, the temporary closure of Union Paper Mills, which limited recycling capacity during the year. It did not reflect lower waste generation.

Food waste composting increased significantly through enhanced diversion efforts, while the linen and textile recycling approach was formalised and expanded. These initiatives support DWTC's commitment to responsible waste management, resource recovery and circular economy principles.

Hazardous Waste

Hazardous waste generation decreased from 21.5 tonnes in 2024 to 18.5 tonnes in 2025, representing a 14% reduction and accounting for less than 0.1% of total waste generated. All hazardous waste is managed by BEEAH's licensed hazardous waste treatment facility in accordance with applicable UAE regulatory requirements, ensuring its safe handling, treatment and disposal.

Waste Treatment and Disposal

DWTC applies a hierarchy of waste treatment methods, prioritising waste prevention, reuse, recycling and composting wherever practicable, while directing residual waste to waste-to-energy or landfill facilities in accordance with regulatory requirements.

In 2025, DWTC diverted 3,181 tonnes of waste from disposal through composting and recycling, while 17,184 tonnes were directed to waste-to-energy and landfill. The diversion rate, calculated as the percentage of total waste generated that was composted or recycled, decreased from approximately 24.6% in 2024 to approximately 15.6% in 2025. This was due to an increase in total waste generated and lower recycling volumes.

Two key trends shaped the year's performance:

First, food waste composting increased by 58.1% to 275.5 tonnes as food waste segregation expanded across events and hospitality operations. Linen and textile recycling was also formalised and expanded, with 0.5 tonnes recovered during 2025.

Second, wood recycling decreased to 1,251 tonnes and other recycling decreased to 1,654 tonnes, for the reasons explained under Non-Hazardous Waste. Separately, waste sent to Dubai Municipality's Waste-to-Energy facility increased by 77.3% to 9,326 tonnes, reflecting higher event activity and the expansion of the municipal collection programme.

Importantly, landfill volumes remained broadly stable at 7,858 tonnes, while a greater proportion of residual waste was directed to waste-to-energy rather than landfill.

Facility / Method	2024	2025
Waste Diverted from Disposal (Tonnes)		
Composting (Waste Lab)	174.2	275.5
Recycling - Tadweer + other	2,431.3	1,653.9
Wood recycling - Union Paper Mills	1,704.2	1,250.8
Linen recycling (Dr. Linen)*	–	0.3
Linen recycling (Global Textile)*	–	0.2
Sub-total	4,309.7	3,180.7
Hazardous Waste Treatment (Tonnes)		
BEEAH hazardous waste treatment	10.3	18.5
Dubai Municipality hazardous facility	10.9	0
Enviroserve (e-waste)	0.3	0
Sub-total	21.5	18.5
Non-Hazardous Waste Directed to Disposal (Tonnes)		
Waste-to-Energy (Dubai Municipality)	5,259.6	9,325.7
Landfilling	7,923.5	7,858.2
Sub-total	13,183.1	17,183.9
Total Waste (Generated)	17,514.3	20,383.1

**No 2024 comparator is available for the linen recycling streams.*

Sustainable Waste Management Initiatives

During 2025, DWTC continued to strengthen its waste management programme through expanded recycling, composting and resource recovery initiatives across its venues and real estate portfolio. While overall waste diversion declined compared with 2024, reflecting higher waste generation, contamination and segregation challenges and temporary constraints in wood-recycling capacity, several targeted initiatives delivered positive results, including increased food-waste composting and expanded textile recycling. These efforts support DWTC’s continued progress towards more circular resource management and reduced reliance on landfill.



EEG Recycling Campaigns

DWTC continued its long-standing partnership with the Emirates Environmental Group (EEG) by participating in multiple recycling campaigns for glass, aluminium cans and paper. During 2025, these initiatives diverted 18.38 tonnes of glass, 1.48 tonnes of aluminium cans and 1.54 tonnes of paper for recycling.

In recognition of these efforts, DWTC was awarded Sustainability Initiative of the Year at the Middle East Waste & Recycling Awards, recognising our leadership in advancing sustainable waste management across the MICE sector.



Plastic Recycling - Dubai Municipality Campaign and Reverse Vending Machines

DWTC participated in the Dubai Municipality plastic bottle collection campaign, engaging employees and tenants across its venues to collect 1,125 kg of plastic bottles for recycling.

Reverse Vending Machines (RVMs), operated by Sparklo, continued to encourage responsible recycling by rewarding users for returning plastic bottles. During 2025, the machines diverted 829,494 500-ml plastic bottles from landfill, reinforcing a culture of recycling among visitors, tenants and employees.



Expo Village Waste Compactors

During 2025, portable waste compactor systems became fully operational across Expo Village Residences 1–4. By compacting waste at source, the systems reduce collection frequency, improve operational efficiency and lower transport-related emissions associated with waste collection.

General waste is managed by Imdaad LLC, while segregated recyclable materials are monitored through monthly Waste Performance Reports. The waste diversion rate at Expo Village improved from 14.7% in 2024 to 15.4% in 2025.



Waste-to-Energy

During 2025, 9,326 tonnes of non-hazardous waste were directed to the Dubai Municipality Waste-to-Energy facility, representing a 77% increase compared with 2024. This increase reflects higher event activity and the expansion of the municipal collection programme.

While waste-to-energy is not a substitute for waste prevention or recycling, it enables residual waste that cannot be economically recycled to be converted into energy, reducing reliance on landfill.

Way Forward

To further strengthen resource efficiency and advance our circular economy ambitions, DWTC has identified a range of initiatives to improve waste diversion, enhance recycling performance and promote responsible waste management across our venues, commercial and residential asset portfolio. These initiatives are intended to build on the progress achieved in 2025 while supporting more sustainable event delivery and operations.

Planned initiatives include:

- Increasing the waste diversion rate across the DWTC campus through recycling, composting and resource recovery.
- Increasing the Expo Village waste diversion rate by 10% during 2026, building on the full operationalisation of waste compactors across all Expo Village Residences.
- Strengthening waste segregation awareness among contractors, exhibitors and event organisers to improve recycling efficiency and reduce waste sent to landfill.
- Developing and publishing waste management guidelines for organisers to promote responsible waste handling and support more sustainable event delivery.
- Expanding the linen and textile recycling programme across DWTC’s hospitality, residential and operational facilities to increase resource recovery.
- Installing additional waste compactors and introducing QR-coded recycling bins to improve waste segregation, increase stakeholder awareness and encourage greater participation in recycling initiatives.

These initiatives are subject to internal approval and may be refined or reprioritised to reflect evolving business priorities, operational requirements and implementation considerations.

Case Study 3

Highlights

Introduced, formalised and expanded DWTC's dedicated linen and textile recycling programme

0.5 tonnes of textiles diverted from landfill during 2025

Expanded circular economy practices across hospitality and residential operations

Established a formalised, measurable recycling stream within DWTC's waste management framework

Advancing Circularity through Linen and Textile Recycling

Why This Matters

Textiles such as linen, uniforms, carpets and other fabric-based materials represent a significant but often overlooked waste stream within hospitality and facility management operations. Without dedicated collection and recycling systems, these materials are typically disposed of as general waste despite retaining considerable value for reuse, recycling and resource recovery.

Recognising this opportunity, DWTC formalised and expanded its dedicated linen and textile recycling programme across its hospitality and residential operations in 2025. By establishing a structured approach to recovering textile materials, the initiative expands DWTC's circular economy practices while strengthening the organisation's broader waste management and resource efficiency strategy.

Impact

In 2025, the programme successfully diverted 0.5 tonnes of textile materials from landfill, demonstrating the value of expanding waste management beyond traditional recycling streams. By recovering materials that would previously have been discarded, the initiative extends the useful life of valuable resources, reduces waste sent for disposal and supports more circular use of materials across DWTC's hospitality and residential operations.

Beyond its immediate environmental benefits, the programme strengthens DWTC's circular economy strategy by formalising a measurable recycling stream within the organisation's waste management framework. It also provides a scalable foundation for expanding textile recovery initiatives in the future, supporting DWTC's long-term waste diversion objectives and its commitment to more sustainable resource management.

The Challenge

Historically, linen, uniforms, carpets and other textile materials were difficult to recover through conventional recycling programmes due to the absence of dedicated collection, segregation and recycling processes. As a result, materials that could otherwise be repurposed or recycled were often directed to the general waste stream, limiting opportunities to recover valuable resources and improve waste diversion performance.

Our Response

DWTC partnered with specialist textile recycling organisations to establish dedicated collection, segregation and recycling arrangements for used linen, uniforms, carpets and other textile materials generated across its operations. The programme introduced a structured process for identifying, collecting and diverting textile waste for recycling and resource recovery, creating a formalised, measurable waste stream within DWTC's environmental management framework.



Land Use and Natural Capital

Creating vibrant destinations where businesses, residents and communities can thrive requires responsible stewardship of the natural environment. As one of the region's leading integrated events, commercial and residential destinations, DWTC embeds sustainability throughout the lifecycle of its assets - from planning and design through construction, operation, refurbishment and ongoing asset management. By integrating sustainable buildings, responsible land management and climate-resilient landscaping, we seek to minimise environmental impacts while supporting biodiversity, enhancing resource efficiency and contributing to healthier urban environments aligned with the UAE's long-term sustainability ambitions.

Sustainable Built Environment

DWTC is committed to developing and operating buildings that deliver long-term environmental, operational and economic value. Sustainability considerations are integrated throughout the asset lifecycle, including environmental impact assessments where appropriate, the incorporation of resource-efficient technologies, responsible material selection and sustainable site management practices.

Our commitment is demonstrated through internationally recognised green building certifications across our portfolio, supporting improved energy and water efficiency, responsible resource use, enhanced indoor environmental quality and lower environmental impacts.

LEED Certifications

As of 31 December 2025, DWTC held 20 active LEED certifications across its portfolio, comprising 11 Gold and 9 Silver certifications.

Site	Silver	Gold
One Central	-	4
Expo Village	8	7
DEC	1	-

Selected LEED Certifications



One Central - Offices 4 and 5
LEED Gold | Feb 2020



DWTC District Phase 1A2
LEED Gold | May 2016



One Central - Offices 2 and 3
LEED Gold | Dec 2019



Environmental Impact Assessments

During 2025, Environmental Impact Assessments (EIAs) continued to support the integration of environmental considerations into asset planning and operations.

- Expo Village completed a comprehensive EIA covering electrical, mechanical and fire protection systems, with all recommended environmental control measures implemented.
- Dubai Exhibition Centre (DEC) completed an EIA assessing the environmental impacts associated with electricity, water, diesel and liquefied petroleum gas (LPG) consumption, supporting the ongoing optimisation of facility operations.

Sustainable Landscape Management

Aligned with UN SDG 15 - Life on Land and UN SDG 6 – Clean Water and Sanitation

DWTC's landscaped environments enhance biodiversity, climate resilience, soil health, carbon sequestration and the wellbeing of millions of visitors, residents, tenants and employees each year. Across our portfolio, we prioritise native and drought-tolerant plant species suited to the UAE's arid climate, maximise the use of treated sewage effluent (TSE) and air-conditioning condensate for irrigation and continuously improve water efficiency through sustainable irrigation and landscape management practices.

We also proactively replace high-water-demand vegetation and species with invasive root systems to reduce irrigation requirements while protecting critical underground infrastructure and improving long-term landscape resilience.



2025 Achievements by Site

Expo Village

166 native plants

Landscape initiatives included:

- Expanding drought-tolerant planting across the residential community.
- Introducing additional low-water-demand species to further reduce irrigation requirements.



Dubai Exhibition Centre (DEC)

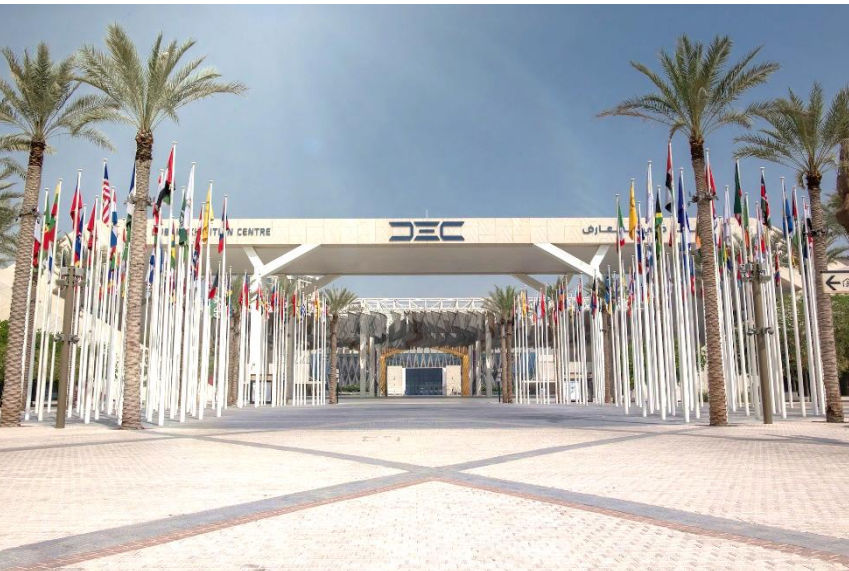
3 UAE native plant species

Landscape management continued to prioritise biodiversity and resource efficiency through:

- Maintaining native and drought-tolerant planting supported by smart irrigation.
- Conducting annual soil testing to optimise nutrient management and plant health.
- Segregating green waste for composting.
- Using air-conditioning condensate for landscape irrigation to reduce potable water demand.
- Integrating additional green infrastructure within the ongoing DEC expansion in line with LEED design principles.

UAE-native species planted:

- *Sesuvium portulacastrum*
- *Sesuvium verrucosum*
- *Tamarix nilotica*



DWTC Campus

Landscape enhancement works focused on improving resilience, reducing water consumption and protecting underground infrastructure.

Key initiatives included:

- Planting *Portulaca* at Al Mustaqbal to improve soil stability and reduce erosion.
- Replacing *Clerodendrum* with drought-tolerant *Ruellia* at Sheikh Saeed Hall Plaza to reduce irrigation demand.
- Replacing ageing palm trees with more resilient *Washingtonia* palms at The Apartments.
- Removing and replacing Damas trees at The Apartments, Sheikh Saeed Hall, Mustaqbal Street Car Park and Convention Tower to eliminate root-related risks to underground utilities.
- Recalibrating irrigation nozzles to improve water distribution and minimise water losses.

All works were delivered in partnership with Planter, DWTC's landscape maintenance contractor.



One Central

100 native plants

Landscape improvements included:

- Upgrading irrigation systems to improve water efficiency.
- Expanding native and drought-tolerant planting.
- Improving soil health through sustainable landscape management practices.
- Enhancing shaded outdoor spaces to improve visitor comfort while strengthening landscape resilience.





Way Forward

DWTC will continue strengthening the environmental performance and resilience of its built environment through sustainable design, green building certifications and resource-efficient infrastructure.

Planned initiatives include:

- Continuing to pursue LEED certification opportunities across the portfolio as buildings are renewed, refurbished or newly developed.
- Embedding sustainable design principles within the ongoing Dubai Exhibition Centre expansion.
- Implementing at least five additional energy efficiency initiatives across DWTC campus, based on opportunities identified through energy audits and continuous performance monitoring.

DWTC will also continue enhancing biodiversity, landscape resilience and water efficiency across its portfolio through sustainable planting, efficient irrigation and ongoing landscape improvements.

Planned initiatives include:

- Replacing remaining Damas (Conocarpus lancifolius) trees at the Sheikh Saeed Hall Marshalling Yard to eliminate root-related risks to underground infrastructure.
- Completing the replacement of remaining Damas trees and hedges at The Apartments, Sheikh Saeed Hall, Mustaqbal Street Car Park and Convention Tower.
- Planting Hibiscus hedges at Mustaqbal Street Car Park to diversify landscape species.
- Upgrading irrigation systems at One Central through smart irrigation controllers and expanded native planting.
- Expanding landscaped green spaces as part of the ongoing Dubai Exhibition Centre development.

These initiatives are subject to internal approval and may be refined or reprioritised to reflect evolving business priorities, operational requirements and implementation considerations.

3

SOCIAL

People are at the heart of everything we do. From welcoming millions of visitors to delivering world-class events and supporting thousands of businesses, our success depends on the talent, commitment and wellbeing of our employees, partners and the communities we serve.

Our approach to social sustainability extends beyond our workforce. We seek to create positive social impact by fostering an inclusive workplace, supporting employee wellbeing, developing future talent and strengthening the communities in which we operate. Together, these efforts help create lasting value for our people, our customers and society.



FOCUS AREAS

Employee Attraction and Retention

Diversity, Inclusion and Equal Opportunity

Emiratization

Health, Wellness and Quality of Life

Customer Experience and Satisfaction

Our Impact on Community and Culture

2025 Highlights



70
nationalities represented across our workforce



100%
return-to-work rate following parental leave



19.4%
Emirati workforce representation



100%
customer complaint resolution rate



82%
of employees completed training



Our Workforce

Aligned with UN SDG 8 - Decent Work and Economic Growth

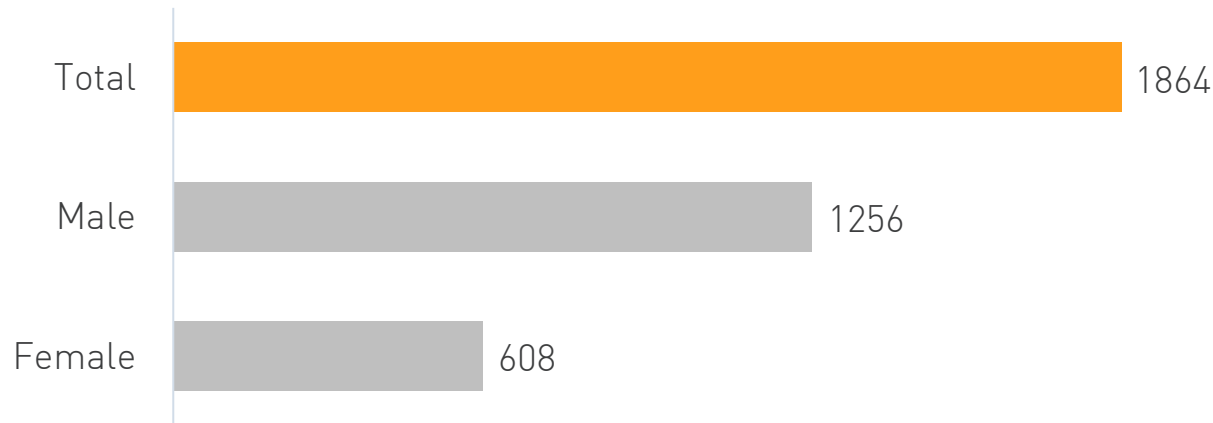
Our people are fundamental to DWTC’s long-term success and are central to delivering exceptional experiences for our customers, partners and stakeholders. We are committed to fostering an inclusive, diverse and high-performing workplace where employees are empowered to develop their skills, realise their potential and contribute to the continued success of our organisation.

Our workforce brings together a broad range of experience, expertise and cultural perspectives, creating an environment that encourages collaboration, innovation and knowledge sharing. Through structured programmes for early-career development, continuous learning, leadership development and career progression, we invest in building the capabilities needed to support DWTC's long-term growth while contributing to the development of talent within the UAE.

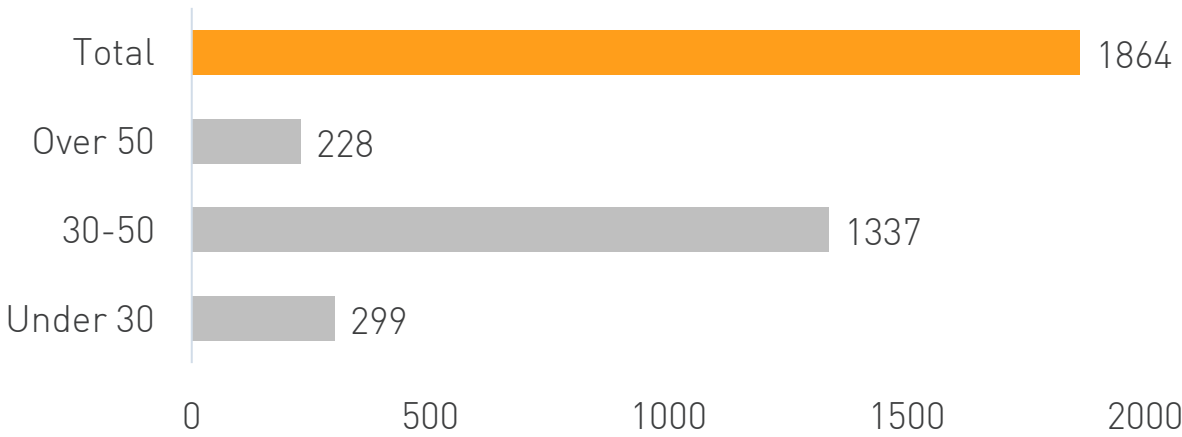
Workforce Profile

At year-end 2025, DWTC's workforce comprised 1,864 employees, representing a diverse mix of professional experience, cultural backgrounds and age groups supporting our events, commercial real estate, hospitality and residential operations. We are committed to building a balanced and inclusive workforce that supports innovation, collaboration and sustainable organisational growth.

Workforce by Gender



Workforce by Age Group



International Standards

DWTC's people management practices are aligned with internationally recognised ISO standards, reinforcing our commitment to workforce planning, talent acquisition, employee engagement and continuous learning.

ISO 30409:2016 – Workforce Planning

ISO 30405:2023 – Guidelines for Recruitment

ISO 23326:2022 – Employee Engagement

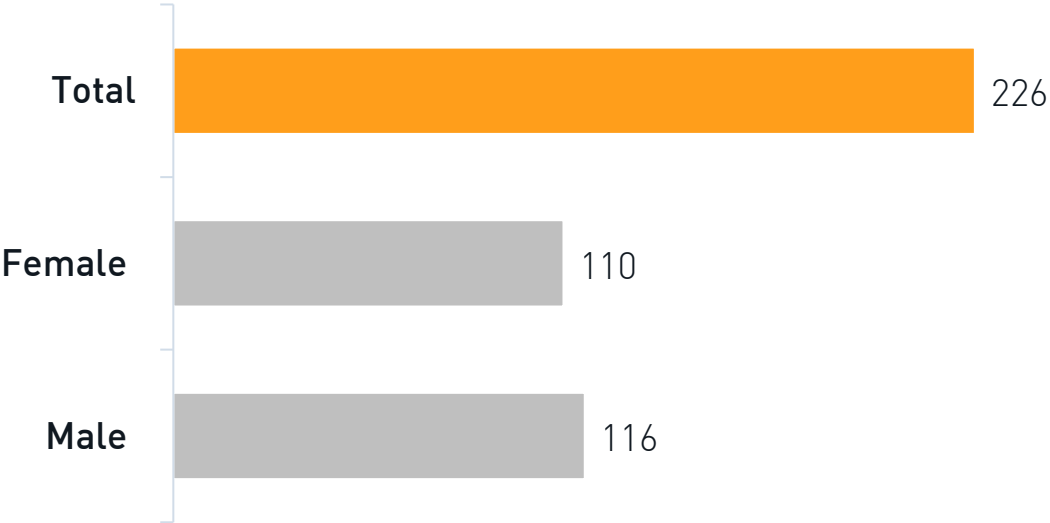
ISO 30422:2022 – Learning and Development



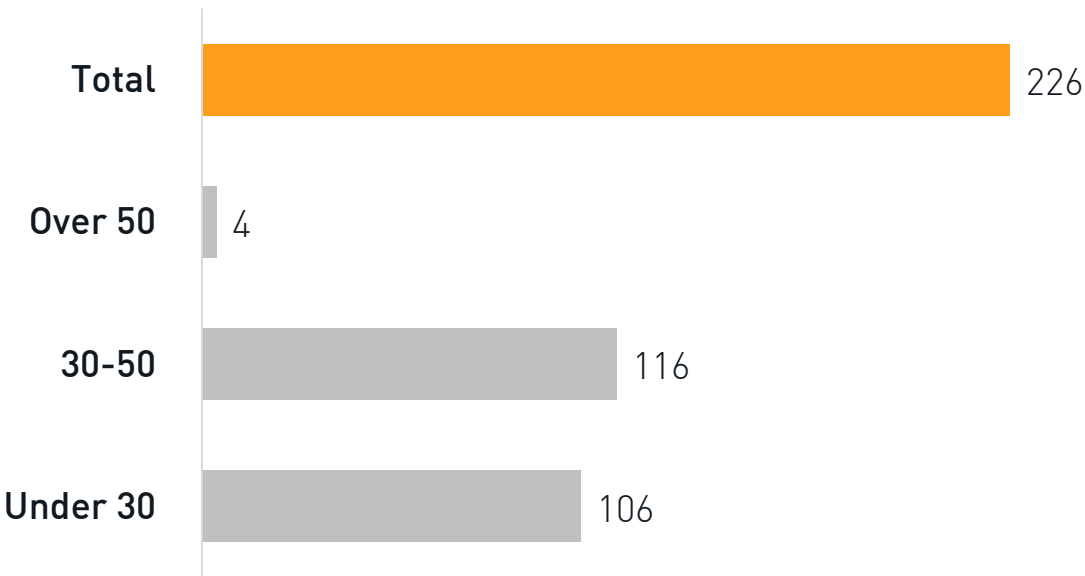
Employee Attraction and Retention

Aligned with UN SDG 8 - Decent Work and Economic Growth

New Hires by Gender



New Hires by Age Group



DWTC remains committed to attracting, developing and retaining talent throughout the employee lifecycle. During 2025, 47% of new hires were under the age of 30, reflecting our focus on building a strong future talent pipeline. Recruitment across the 30–50 age group also ensured an effective balance of experience, technical expertise and emerging talent across the organisation.

Internship Programme

Our internship programme played an important role in developing future talent. During 2025, 239 interns joined DWTC. The programme provides practical workplace experience across operational functions, including housekeeping, food and beverage, kitchens and stewarding, helping participants build valuable skills and prepare for future careers in the hospitality and events industries.

Employee Retention

Employee turnover was 13% in 2025, alongside significant hiring with headcount increasing by 31% over two years to 1,864 employees. To support employee engagement and retention, DWTC strengthened onboarding, learning and development, career progression and recognition programmes, fostering an engaged and high-performing workforce.

Our approach to attraction and retention is supported by competitive employee benefits, structured performance management and career development opportunities. During 2025, 100% of employees received formal performance and career development reviews, reinforcing our commitment to continuous feedback, professional growth and employee development.



Employee Benefits

DWTC offers a comprehensive benefits package designed to support the health, wellbeing, financial security and professional development of its employees.

Our full-time employee benefits include:

- Comprehensive medical insurance
- Education allowance for eligible senior-grade employees
- Annual air ticket entitlement
- Staff accommodation for eligible junior-grade employees
- Esaad Card benefits
- Annual leave and other leave entitlements in accordance with company policy
- Annual performance-based bonus

Performance Management

DWTC's performance management framework supports continuous feedback, career development and recognition of employee contributions. All employees receive formal performance and career development reviews, ensuring regular performance discussions and development planning across the organisation.

100% Employees receiving performance and career development reviews

Parental Leave

Supporting employees through key life stages is an important element of DWTC's employee value proposition.

During 2025, 41 employees took parental leave, comprising 10 female and 31 male employees. All employees returned to work following their parental leave, maintaining a 100% return-to-work rate.

These results reflect the effectiveness of DWTC's approach to supporting employees during significant life events while promoting long-term workforce retention.



Our Talent Retention Framework

DWTC's approach to attracting, developing and retaining talent is built around five complementary pillars that support employee engagement, career growth and long-term organisational success.



Performance-Linked Rewards

Recognising individual and team contributions through performance-based incentives, recognition programmes and regular compensation reviews.

Career Development

Providing structured career pathways, leadership opportunities, succession planning and professional development programmes.

Learning and Development

Supporting continuous learning through training programmes, professional certifications, coaching, mentoring and digital learning platforms.

UAE National Development

Supporting the development of Emirati talent through tailored learning programmes, mentoring and structured career progression opportunities.

Employee Wellbeing

Promoting a positive employee experience through wellbeing initiatives, employee engagement programmes and flexible working arrangements where operationally appropriate.

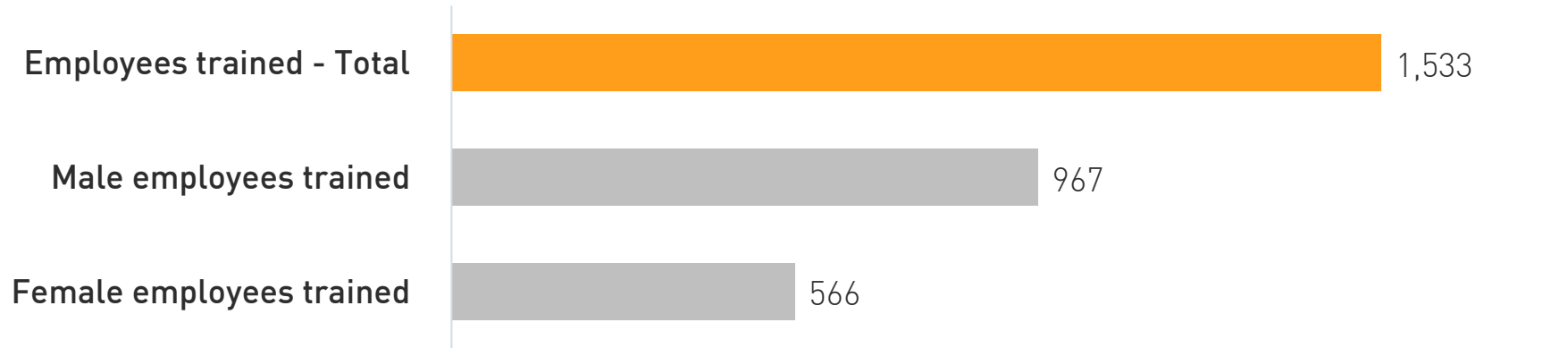
Empowering Our People - Learning and Development

Aligned with UN SDG 4 - Quality Education

Learning and Development

At DWTC, continuous learning is fundamental to building a high-performing workforce and delivering exceptional customer experiences. Our Learning and Development Policy provides a structured framework that aligns employee capability development with organisational objectives, operational excellence and future business needs, while encouraging employees to take ownership of their professional growth.

Employees have access to a broad range of development opportunities, including instructor-led and digital learning, professional certifications, technical training, executive mentoring, leadership development programmes, professional memberships and self-directed learning through online platforms.



Indicator	2025
Workforce trained (%)	82
Total training hours delivered (hours)	52,876
Average training hours per employee (hours)	28
Employees completing a Training Needs Analysis (#)	1,302
Training programmes delivered (#)	168
Employees using the Percipio e-learning platform (#)	416



During 2025, 82% of the workforce participated in formal learning and development activities. Female employees represented 33% of the workforce but accounted for 37% of employees receiving training, demonstrating our commitment to providing equitable access to development opportunities across the organisation.

DWTC also continued to diversify its learning approach through instructor-led, blended and digital learning, enabling employees to develop new capabilities in ways that best support their roles and career aspirations.

Learning Programmes and Initiatives

- Key programmes implemented during 2025 included:
- **SPARK Programme** – Equipping managers with the skills to conduct meaningful career and development conversations.
 - **Competency Development Programmes** – Building capabilities in artificial intelligence (AI), leadership, communication and other core professional competencies.
 - **Custom Learning Pathways** – Tailored learning journeys for Sales, Hospitality, Culinary and participants in the Lami3 Graduate Leadership Programme.
 - **Professional Certification Programmes** – Supporting employees in obtaining recognised qualifications, including Certified Product Manager, Certified Compliance Professional and Certified Facility Manager certifications.
 - **High-Performer Fast-Track Initiative** – Accelerating leadership readiness through coaching, professional certifications and acting assignments.
 - **Cross-Functional Rotation Programme** – Providing employees with broader organisational exposure and transferable skills through structured job rotations.
 - **Summer Training Programme** – Offering structured internship and workplace learning opportunities for students.
 - **Mandatory Learning** – Delivering essential training in Business Continuity Management Systems (BCMS), Anti-Fraud, Code of Ethics and other mandatory compliance topics.
 - **ESG Champions Awareness Sessions** – Building organisational awareness and engagement on sustainability through targeted learning sessions.
 - **ESG Training Framework** – Developing a structured ESG learning programme in partnership with the Human Resources Department to strengthen sustainability capabilities across the organisation.

Diversity, Inclusion and Equal Opportunity

Aligned with UN SDG 10 - Reduced Inequalities

DWTC is committed to fostering a workplace where diversity, inclusion and equal opportunity are embedded across the employee lifecycle. We seek to create an environment where every employee feels respected, valued and empowered to contribute, while ensuring employment decisions - including recruitment, promotion, remuneration and professional development - are based on merit, fairness, and transparency.

By maintaining a culture of non-discrimination, we provide equitable access to opportunities regardless of age, gender, nationality, disability or background, recognising that a diverse workforce strengthens innovation, collaboration and organisational performance.

Gender Inclusion

Gender inclusion remains a key priority within DWTC's people strategy. We are committed to creating an environment where women can thrive and progress through equitable employment practices, inclusive leadership and access to career development opportunities. This commitment is supported by policies including parental leave, flexible working arrangements where operationally appropriate and structured learning and development programmes.

Female Representation Highlights

- 33% of the workforce
- 16% of senior management positions
- 49% of new hires

Throughout the year, DWTC celebrated the achievements and contributions of women through engagement initiatives aligned with national and international observances. These activities promoted dialogue, recognised professional achievements and strengthened an inclusive workplace culture where women feel supported, valued and empowered to succeed.



Pay Equity

DWTC applies a consistent, merit-based approach to remuneration, with compensation determined by role, grade, performance and market benchmarks, irrespective of gender. We regularly review our remuneration practices to help ensure fairness, transparency and equitable reward across the organisation.

People of Determination

DWTC supports the UAE's national agenda to advance inclusion for People of Determination by embedding accessibility, inclusion and equitable participation across our workplaces and operations. We are committed to creating an environment where all employees have equal access to opportunities, support and career development.

At year-end 2025, two employees within our workforce were People of Determination. We continue to strengthen inclusive employment through equitable recruitment practices, reasonable workplace accommodations, accessible facilities and initiatives that promote greater representation and participation across the organisation.

Our Inclusive Employment Guidelines provide a structured framework for supporting People of Determination throughout the employee lifecycle. The guidelines cover inclusive recruitment, workplace accessibility, reasonable accommodations, flexible working arrangements where appropriate, equal access to learning and development and initiatives that promote employee wellbeing, inclusion and engagement.

Highlights: Accessibility and Support for People of Determination

- Strengthened event accessibility by providing trained ushers to assist People of Determination upon request.
- Enhanced mobility support during events by prioritising the availability of dedicated buggies for visitors with physical impairments.
- Improved accessibility by widening the entrances to the Al Wasl toilet facilities to better accommodate wheelchair users.
- Enhanced independent access by installing push-button automatic door openers across all toilet facilities within the Dubai International Convention and Exhibition Centre (DICEC).

Emiratisation

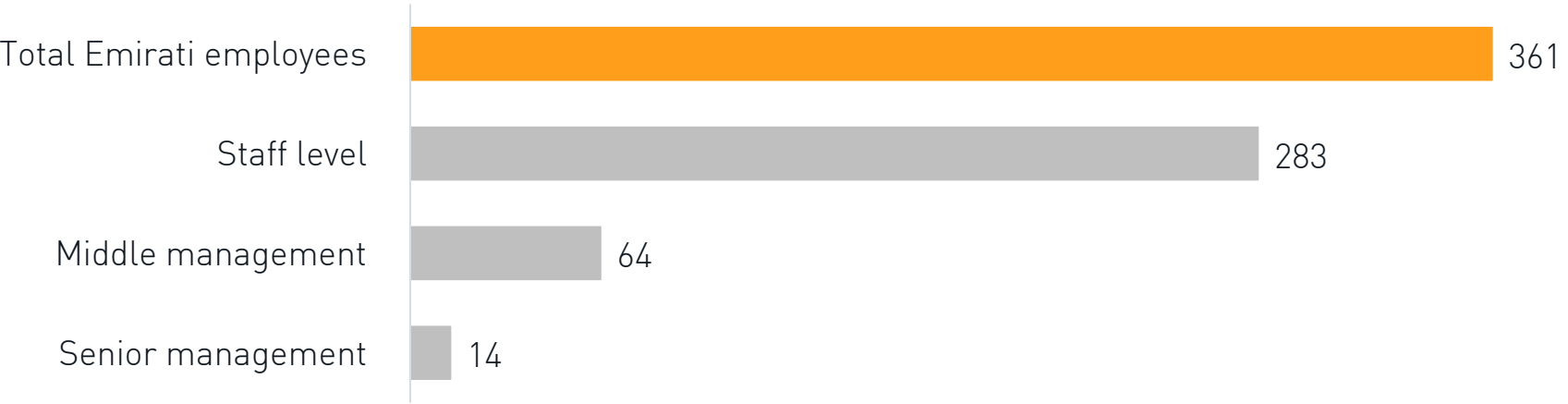
Aligned with UN SDG 8 - Decent Work and Economic Growth

“ DWTC is proud to be fully aligned with the UAE’s Emiratisation Strategy by offering rewarding career pathways for Emirati talent. Our goal is to foster an inclusive workplace where UAE Nationals are empowered to grow, take on leadership roles with confidence and contribute meaningfully to DWTC’s success and to Dubai’s long-term growth. ”



Dr. Najat Obaidalla
Senior Vice President
Human Resources

Emirati Workforce Level



DWTC is committed to developing Emirati talent by creating meaningful career pathways that enable UAE Nationals to build skills, gain practical experience and progress into leadership roles. Through structured development programmes, internships, apprenticeships and targeted learning opportunities, we support the ambitions of the UAE’s Emiratisation Strategy while strengthening the long-term capability of our organisation.

In 2025, Emirati employees represented 19.4% of our workforce, reflecting our commitment to attracting, developing and retaining national talent.

Empowering the Next Generation of UAE Talent

- **Lami3 Graduate Leadership Programme** - The Lami3 Graduate Leadership Programme provides recent Emirati graduates with structured job rotations, mentoring and hands-on learning to develop the business capabilities, leadership skills and confidence needed for successful early-career progression across DWTC.
- **Culinary Apprenticeship Programme** - Delivered in partnership with the Dubai College of Tourism, this two-year apprenticeship combines accredited learning with practical operational experience, preparing UAE Nationals for long-term careers in hospitality and event operations.
- **Sales Training Pathway** - This programme equips Emirati employees with core sales, relationship management and customer engagement skills through structured learning and practical exposure to commercial operations.
- **UAE National Internship Programme** - Our internship programme provides Emirati students with rotational placements across operational and customer-facing functions, helping them build workplace readiness while gaining insight into future career opportunities at DWTC.
- **Engagement Through Ru’ya** - Participation in the Ru'ya Careers Fair enables DWTC to engage directly with Emirati students and job seekers, showcase career opportunities and contribute to the UAE's national workforce development agenda.
- **Hospitality Training Programme** - Our dedicated hospitality development programme provides UAE Nationals with practical experience across venue operations and guest services, helping participants develop industry knowledge and the skills required for successful careers within Dubai’s hospitality and events sector.



Health, Wellness and Quality of Life

Aligned with UN SDG 8 - Decent Work and Economic Growth

DWTC is committed to providing a safe, healthy and supportive working environment for employees, contractors, visitors, exhibitors and business partners. Our integrated Health, Safety and Environmental (HSE) Management System is aligned with ISO 45001:2018 Occupational Health and Safety Management Systems and ISO 14001:2015 Environmental Management Systems, supporting effective risk management and continual improvement across our operations.

Safety and wellbeing are embedded throughout our operational activities. We proactively manage risks through inspections, risk assessments, contractor management, emergency preparedness, employee training and continuous performance monitoring, helping to maintain resilient operations and protect everyone working at or visiting our venues.

Key Achievements

Significant HSE initiatives delivered during 2025 included:

- Deployment of the Aegis 360 HSE management system to strengthen digital monitoring, reporting and incident management.
- Enhancement of the Contractor+ Portal together with the implementation of digital contractor access and inspection platforms.
- Successful completion of surveillance audits for ISO 14001:2015 and ISO 45001:2018.
- Expansion of inspection activities and continued collaboration with emergency authorities to support safe delivery of major events.

2025 Health, Safety and Environment (HSE) Performance Highlights

During 2025, DWTC maintained a strong safety performance, recording:

Zero
work-related
fatalities

Zero
high-consequence
work-related injuries

Zero
work-related cases of
occupational ill health



Health and Wellness Awareness

Promoting employee wellbeing remains an important component of DWTC's people strategy. In 2025, our employees completed 1,238.5 hours of health and safety training, up from just over 100 hours in 2024.

Key wellbeing initiatives included:

- Wellbeing awareness campaigns, promoting healthy lifestyles and employee support programmes.
- Publication of the first Wellness Map for the Dubai Exhibition Centre (DEC) and DWTC campus.
- DWTC Staff Sports Tournament, encouraging teamwork and physical activity across departments.
- Tamreen Fitness Challenge, engaging 139 employees through fitness, nutrition and wellbeing activities.
- On-site Health Check-Up Programme, providing health screenings and flu vaccinations for 311 employees over two days.
- Ras Al Khor Staff Accommodation improvements, enhancing employee wellbeing through ESG-focused upgrades to living conditions, safety and community facilities.



Way Forward

To further strengthen health, safety and operational resilience, DWTC will continue to focus on preventive risk management and continuous improvement.

Our priorities include:

- Conducting a minimum of **200** event inspections annually.
- Reducing high-risk observations through enhanced preventive inspection programmes.
- Maintaining zero lost-time injuries (LTIs) and **zero** work-related fatalities.
- Achieving at least a **95%** approval rate for Dubai Civil Defence submissions before event operations commence.

These initiatives are subject to internal approval and may be refined or reprioritised to reflect evolving business priorities, operational requirements and implementation considerations.



Case Study 4

Using Digital Monitoring and Inspections to Strengthen Event Safety

Highlights

Real-time digital HSE monitoring implemented across DWTC and DEC

Expanded inspection programme covering day and night operations

Strengthened emergency preparedness through cross-functional collaboration

Enhanced safety oversight for major events

Why This Matters

Delivering hundreds of exhibitions, conferences and business events each year requires a robust health, safety and environmental (HSE) framework that protects employees, contractors, exhibitors and visitors while ensuring business continuity and operational excellence. As event activity continues to grow in scale and complexity, maintaining consistently high safety standards across multiple venues is fundamental to safeguarding people, protecting critical assets and enabling the safe and uninterrupted delivery of world-class events.

During 2025, DWTC further strengthened its Health, Safety and Environmental (HSE) programme through enhanced digital monitoring, expanded inspection programmes and closer collaboration with internal teams and external emergency authorities, reinforcing a proactive approach to risk management across its operations.

The Challenge

Managing health and safety across large-scale venues and complex event operations requires the timely identification of hazards, effective contractor oversight and the ability to respond rapidly to emerging risks. With multiple events often taking place simultaneously across the DWTC campus and the Dubai Exhibition Centre (DEC), maintaining consistent safety standards, ensuring regulatory compliance and coordinating emergency preparedness across diverse operational environments remained an ongoing priority.

Our Response

DWTC enhanced its HSE management programme by introducing a real-time digital monitoring platform to record incidents, inspections, corrective actions and follow-up activities, providing greater visibility of safety performance across its operations.

Inspection programmes were expanded across both DWTC and the Dubai Exhibition Centre (DEC), with comprehensive day and night inspections focusing on fire and life safety systems, electrical installations, contractor activities, operational access routes and other critical safety controls. This strengthened oversight enabled potential risks to be identified and addressed more quickly, supporting continuous improvement in safety performance.

Emergency preparedness was also enhanced through a cross-functional Emergency Response Team working closely with Security, Engineering, Dubai Civil Defence and event organisers to coordinate emergency planning, conduct regular drills and strengthen organisational readiness for a wide range of operational scenarios.

Impact

The strengthened HSE programme has enhanced DWTC's ability to identify, assess and manage risks proactively while improving operational oversight across its venues. The combination of real-time digital monitoring, expanded inspections and stronger cross-functional coordination has enabled a more preventive approach to health and safety management, supporting faster issue resolution and continuous improvement.

The programme also played a critical role in supporting the safe delivery of major events through structured monitoring of crowd movement, contractor activities, fire and life safety systems and other operational risks associated with large-scale international exhibitions.

By integrating digital technologies, preventive inspections and collaborative emergency preparedness into day-to-day operations, DWTC continues to strengthen organisational resilience while protecting employees, contractors, exhibitors and visitors. The initiative reinforces DWTC's commitment to maintaining a higher standard of health and safety across one of the region's largest and busiest business events destinations.



Customer Health and Safety Commitments and Performance

DWTC is committed to providing safe, secure and healthy environments for customers, visitors, exhibitors, tenants, contractors and all other stakeholders across its venues and operations. Health and safety is embedded throughout the planning, delivery and management of our services through risk assessments, venue inspections, contractor management, emergency preparedness and ongoing performance monitoring.

During 2025, 90% of our significant service categories were assessed for health and safety impacts, reflecting the strengthening of our risk management framework across events and venue operations. The remaining categories continue to be managed under existing HSE controls and will be considered for formal assessment as our risk management framework develops.

Our Commitments

We are committed to:

- Providing safe and healthy environments for customers, visitors, exhibitors, tenants and other stakeholders.
- Identifying hazards, assessing risks and implementing effective control measures.
- Complying with all applicable health, safety and environmental legislation, regulations and industry standards.
- Maintaining robust emergency preparedness arrangements, including emergency response procedures and regular drills.
- Promoting safe behaviours through training, supervision, communication and awareness programmes.
- Monitoring health and safety performance and setting objectives to drive continual improvement.

These commitments are supported by our integrated Health, Safety and Environmental (HSE) Management System and are implemented through regular inspections, structured incident management, contractor oversight, emergency response planning and ongoing employee training, helping to ensure the safe and successful delivery of events and services across DWTC.



Customer Experience and Satisfaction

Aligned with UN SDG 11 - Sustainable Cities and Communities

Delivering exceptional customer experiences is fundamental to DWTC's success as a leading global destination for events, exhibitions, business and hospitality. We continuously monitor customer satisfaction through structured feedback mechanisms, digital engagement platforms and responsive service delivery, enabling us to identify opportunities for improvement and strengthen stakeholder relationships across our operations.

Results varied across stakeholder groups during 2025. At year-end, Organiser NPS was 78, Exhibitor NPS was 45 and Attendee NPS was 27. The proportion of respondents providing a rating of 7 or above was 98% for organisers, 82% for exhibitors and 92% for attendees.

These results provide DWTC with valuable insight into differing stakeholder experiences and help identify areas requiring greater attention. Feedback gathered through these surveys informs service delivery and customer experience management across the organisation.

MICE

Parameter	Unit	2025	
		Mid-Year	Year-end
Organiser NPS	pts	77	78
Exhibitor NPS	pts	48	45
Attendee NPS	pts	27	27
Organiser % rating 7+	%	96	98
Exhibitor % rating 7+	%	84	82
Attendee % rating 7+	%	94	92

NPS (Net Promoter Score) = percentage of promoters (scores 9–10) minus percentage of detractors (scores 0–6), on a scale of –100 to +100. "% rating 7+" is the share of respondents scoring 7 or above out of 10.

Real Estate, Free Zone and Asset Management Business

Parameter	Unit	2025
Commercial Tenant – NPS	pts	43
Free Zone Client – % rating 7+	%	98
Free Zone Client – NPS	pts	82
Residential Tenant at The Apartments – % rating 7+	%	93
Residential Tenant at The Apartments – NPS	pts	59
Residential Tenant at Expo Village – % rating 7+	%	85
Residential Tenant at Expo Village – NPS	pts	30





Key Performance Highlights

Customer satisfaction was measured across multiple stakeholder groups during 2025:

- Organiser NPS was 78, with 98% of organisers rating their experience 7 or above.
- Exhibitor NPS was 45, with 82% of exhibitors rating their experience 7 or above.
- Attendee NPS was 27, with 92% of attendees rating their experience 7 or above.
- Free Zone clients recorded an NPS of 82, with 98% rating their experience 7 or above.
- Commercial tenants recorded an NPS of 43.
- Residential tenants at The Apartments recorded an NPS of 59, with 93% rating their experience 7 or above, while Expo Village residents recorded an NPS of 30, with 85% rating their experience 7 or above.

Customer Feedback and Complaint Management

DWTC maintains a structured customer feedback and complaint management framework supported by a dedicated customer experience team and clearly defined escalation procedures. Customer feedback is systematically captured, assigned to the appropriate business functions and monitored through to resolution to ensure timely, consistent and effective responses.

During 2025, all customer complaints received were resolved and closed in line with defined escalation procedures.

Enhancing Inclusive Customer Experiences

DWTC is committed to enhancing the accessibility and inclusiveness of its venues to ensure welcoming experiences for all visitors.

Key initiatives during 2025 included:

- **Sensory Room Initiative:** DWTC partnered with Novotel to establish an accessibility-focused sensory room at the hotel, providing a more inclusive and supportive environment for neurodiverse guests and visitors with sensory sensitivities.

Case Study 5

Promoting Wellbeing through the DWTC Wellness Map

Why This Matters

Creating a healthy and supportive workplace extends beyond providing wellbeing programmes; it also requires making those resources easy to find, access and integrate into everyday life. Across a dynamic mixed-use campus such as DWTC, employees, tenants, visitors and partners benefit from clear visibility of the facilities and services available to support their physical and mental wellbeing.

Recognising this opportunity, DWTC launched its first campus-wide Wellness Map in 2025. Designed as a practical guide, the initiative brings together wellbeing facilities, programmes and services into a single, easy-to-use resource that encourages healthier lifestyles and promotes a more active, people-centred campus experience.

Impact

The Wellness Map has improved awareness and accessibility of wellbeing resources across the DWTC campus, making it easier for people to engage with the facilities, programmes and services designed to support their physical and mental wellbeing. By reducing barriers to participation and promoting healthier lifestyle choices, the initiative encourages greater use of existing wellbeing resources and contributes to a more active and connected campus community.

Beyond improving access to wellbeing initiatives, the Wellness Map reflects DWTC's broader commitment to creating a workplace where health, wellbeing and quality of life are integrated into the employee, tenant and visitor experience. By embedding wellbeing into the everyday fabric of the campus, DWTC is fostering a more inclusive, people-centred environment that supports engagement, productivity and long-term organisational success.

The Challenge

As the DWTC campus continued to expand and its portfolio of wellbeing initiatives grew, employees, tenants and visitors were not always aware of the full range of facilities and programmes available to support their health and wellbeing. Improving the visibility, accessibility and everyday use of these resources became an important step in encouraging greater participation and fostering a culture of wellbeing across the campus.

Our Response

DWTC developed a comprehensive Wellness Map that provides a single, user-friendly guide to wellbeing facilities and services available across the campus. The map highlights fitness and recreation facilities, active travel options, healthy dining locations, green spaces and wellbeing programmes, making it easier for employees, tenants, visitors and partners to discover and access the resources available to them.

By bringing this information together in one place, the initiative encourages healthier daily habits, supports active lifestyles and helps integrate wellbeing into the everyday experience of working, visiting and doing business at DWTC.

Highlights

Launched DWTC's first campus-wide Wellness Map

Improved visibility and accessibility of wellbeing resources

Encouraged healthier lifestyles and active travel

Supported employee, tenant and visitor wellbeing



Our Impact on Community and Culture

Aligned with UN SDG 17 - Partnerships for the Goals

DWTC is committed to creating positive social value beyond its business operations by supporting communities, strengthening partnerships and promoting inclusion, wellbeing and environmental stewardship. Working alongside government entities, charities, educational institutions and community organisations, we seek to make a meaningful contribution to the communities we serve. During 2025, our community engagement initiatives demonstrated both their scale and impact. Across the year, we:

Distributed more than **10,000 meals** to people in need.

Supported **195 children** through Eid donation initiatives.

Collected **116 blood donations**, with the potential to save an estimated 348 lives.

Together, these initiatives strengthened community wellbeing while reinforcing DWTC's commitment to responsible corporate citizenship.



Community Engagement Initiatives

During 2025, DWTC delivered a broad programme of community, environmental, wellbeing and inclusion initiatives across four key themes.

Community Support and Humanitarian Assistance

- **Ramadan Sustainable Meal Distribution** – Prepared and distributed meals to support vulnerable communities during the holy month of Ramadan.
- **Gulfood Surplus Food Donation Programme** – Partnered with the UAE Food Bank to redistribute surplus food while reducing food waste.
- **UAE Food Bank Grocery Kit Initiative** – Provided venue space to facilitate the preparation, storage and distribution of grocery kits for families in need.
- **Beit Al Khair Donations** – Donated carpets and other reusable items to support charitable and community welfare programmes.

Inclusion, Health and Wellbeing

- **Pastry Workshop with the Down Syndrome Centre** – Delivered an inclusive skills development workshop for People of Determination.
- **Autism Awareness Training** – Increased employee awareness of autism and promoted inclusive workplace practices.
- **Dubai Autism Campaign 2025** – Supported national initiatives promoting autism awareness and inclusion.
- **Quiet/Sensory Room during GITEX** – Created an accessible space for visitors with sensory sensitivities.

- **Sports World Community Programme** – Delivered inclusive sporting opportunities for People of Determination, senior citizens and children.
- **Wellness Map** – Increased awareness of health and wellbeing facilities across the campus.

Environmental Stewardship

- **Tree Planting with Emirates Environmental Group (EEG)** – Supported biodiversity and environmental conservation.
- **Desert Cleaning Campaign** – Engaged employees in preserving local desert ecosystems.
- **Dubai Can Initiative** – Encouraged reusable water bottle use and reduced single-use plastics.
- **Sparklo Reverse Vending Machines** – Promoted plastic bottle recycling and circular economy practices.
- **EEG Aluminium Can Collection** – Collected 1.48 tonnes of aluminium cans for recycling.

Education and Sustainability Awareness

- **DWTC Sustainability Tour** – Hosted educational visits with the Dubai College of Tourism to showcase sustainability initiatives across the campus.
- **Sustainability Dialogues** – Facilitated knowledge-sharing sessions to promote sustainability awareness and collaboration.

Collectively, these initiatives contributed to stronger community partnerships, greater social inclusion, environmental stewardship and improved wellbeing, reinforcing DWTC's commitment to creating long-term value for its employees, customers, partners and the wider community.



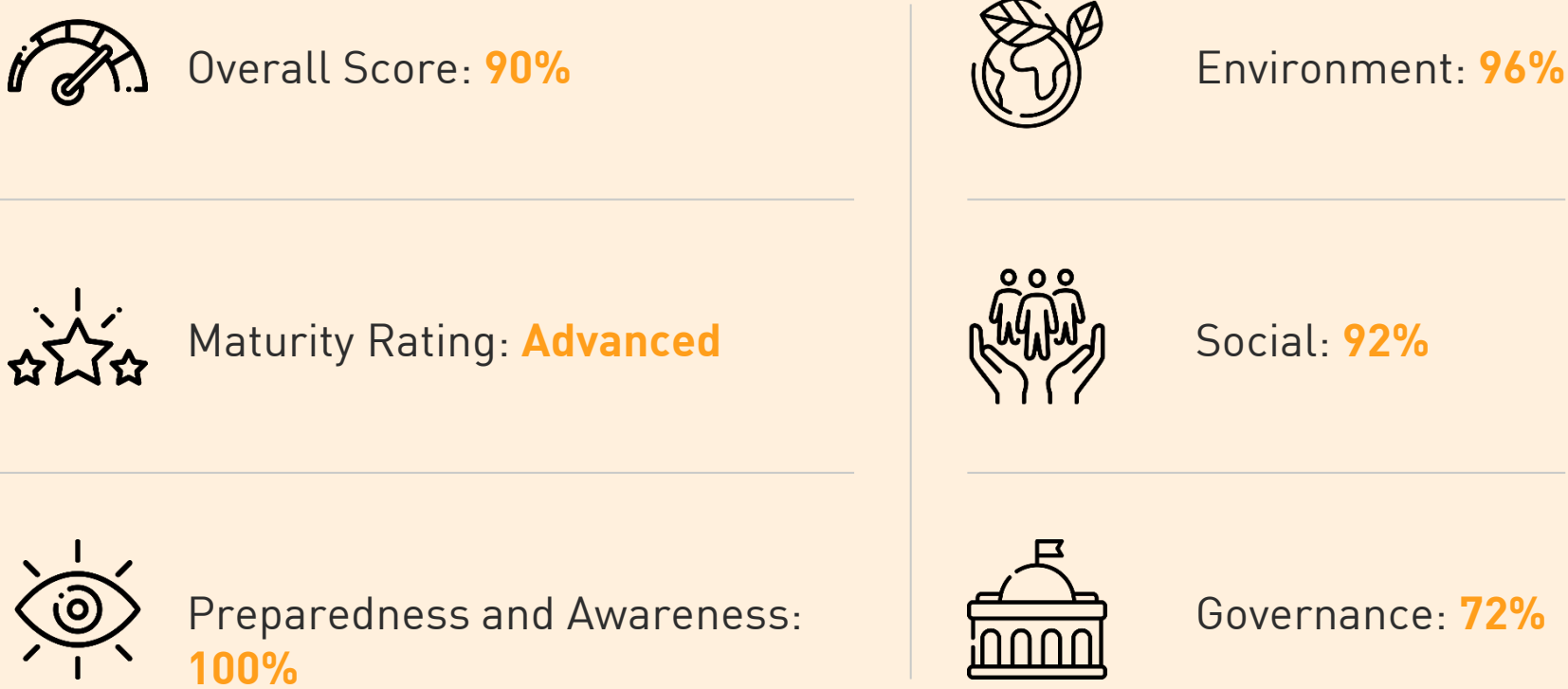
Community Investment

In 2025, DWTC invested AED 484,702 in community initiatives supporting social inclusion, community wellbeing, environmental stewardship and circular economy principles. Through strategic partnerships with charities, government entities, educational institutions and community organisations, DWTC supported targeted initiatives designed to address community needs, strengthen stakeholder engagement and create meaningful social value.



ESG Label – Dubai Chamber of Commerce

In 2025, DWTC was once again awarded the Dubai Chamber of Commerce ESG Label, recognising the strength and maturity of our environmental, social and governance practices. Achieving an overall score of 90% and an Advanced maturity rating, the assessment reflects our transparent reporting and the continued integration of sustainability across our operations and decision-making.



4

GOVERNANCE

Strong governance provides the foundation for sustainable growth, responsible decision-making and long-term organisational resilience. As a leading business platform supporting Dubai's economy, DWTC recognises that maintaining the trust of our customers, partners, employees and stakeholders depends upon the highest standards of integrity, transparency and accountability.

Our governance framework supports effective oversight, proactive risk management and ethical business practices while enabling innovation and sustainable growth. By embedding strong governance across our operations, we strengthen organisational resilience, enhance stakeholder confidence and support the continued success of Dubai as a leading global business destination.

FOCUS AREAS

Corporate and ESG Governance

Responsible Economic Expansion

Ethical, Green and Resilient Supply Chain

Risk, Crisis and Business Continuity

Cybersecurity and Data Privacy

2025 Highlights



353
employees completed cybersecurity training



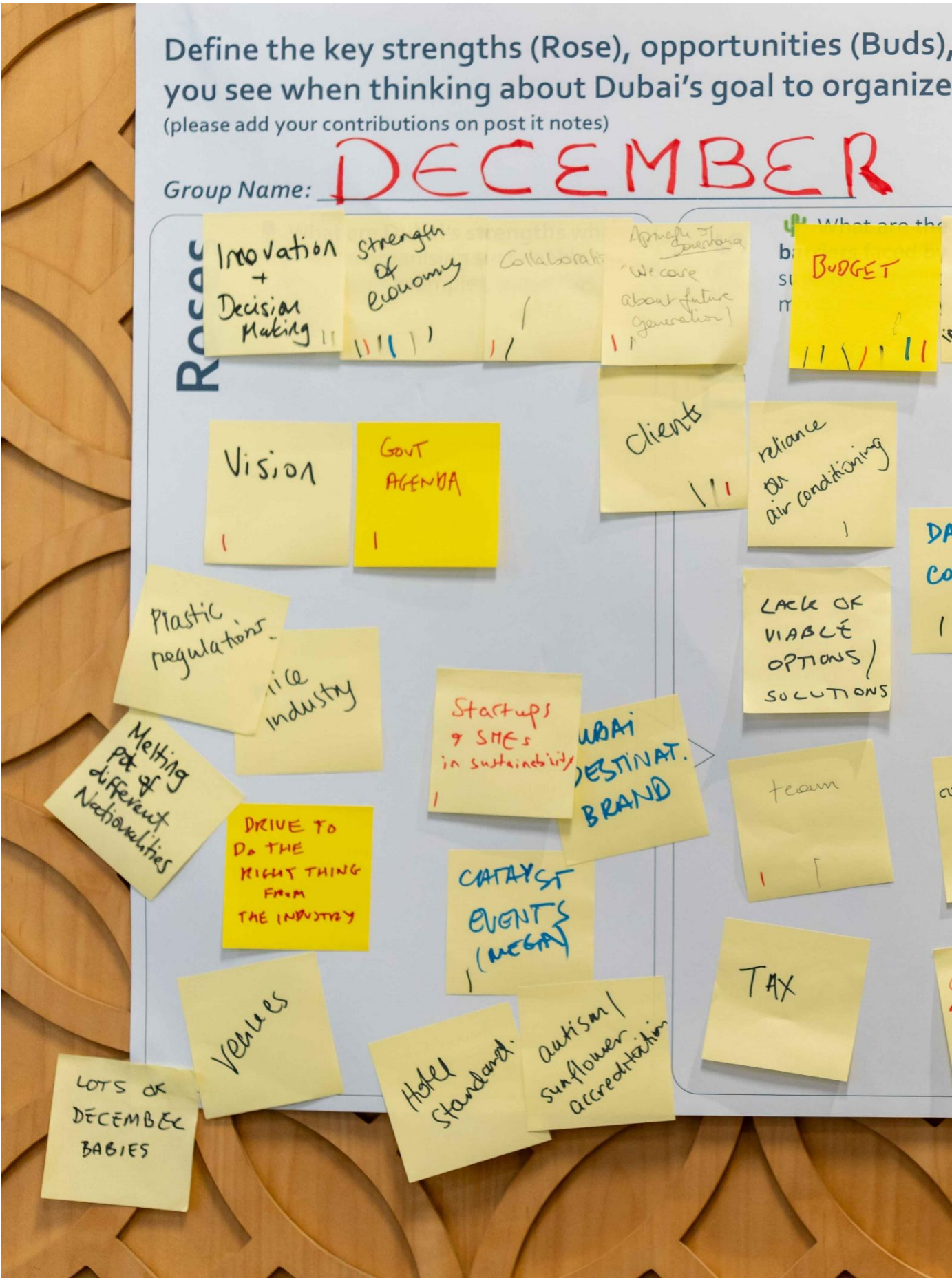
Hosted
the second Sustainability Dialogues



ISO 22301
Maintained certification to ISO 22301:2019 Business Continuity Management System



89%
of suppliers were UAE-based, supporting the national economy



Corporate and ESG Governance

Aligned with UN SDG 16 - Peace, Justice and Strong Institutions

DWTC's governance framework provides the foundation for ethical, transparent and accountable decision-making across the organisation. It ensures that sustainability considerations are integrated into strategic planning, operational management and business decision-making while supporting effective risk management, regulatory compliance and long-term value creation.

Through clearly defined governance structures, policies and management systems, we promote integrity, accountability and responsible business conduct while enabling our leadership to respond effectively to emerging risks and opportunities.

Governance Policies

A comprehensive suite of policies supports DWTC's governance framework by embedding ethical business practices, ESG principles and effective risk management across the organisation.

- ◆ **Conflict of Interest Policy:**
Ensures decisions are made objectively in the best interest of the organisation, free from personal influence or bias.
- ◆ **Supplier Code of Conduct:**
Defines the environmental, social and ethical standards expected of all suppliers and business partners.
- ◆ **Disciplinary and Grievance Management Policy:**
Provides a fair, transparent and consistent framework for addressing workplace concerns.
- ◆ **Whistleblowing Policy:**
Enables confidential reporting of suspected misconduct and promotes accountability and ethical behaviour.
- ◆ **Sustainability Policy:**
Sets out DWTC's commitments to environmental stewardship, social responsibility and sustainable business practices.
- ◆ **Sustainable Procurement Policy:** Integrates environmental, social and governance considerations into procurement decisions.
- ◆ **Enterprise Risk Management Policy:**
Establishes a structured approach to identifying, assessing and managing enterprise risks.
- ◆ **Business Continuity Management Policy:**
Supports organisational resilience and the continuity of critical business operations.
- ◆ **Internal Control Policy:**
Strengthens governance through effective internal controls, reliable reporting and regulatory compliance.

ESG Governance Structure

DWTC has established a dedicated governance structure to oversee the implementation of its sustainability strategy, monitor ESG performance and embed ESG considerations into organisational decision-making. Together, these governance bodies promote accountability, cross-functional collaboration and the effective delivery of ESG priorities.

DWTC Board

Provides strategic oversight and approves the organisation's ESG direction and governance framework.

Chief Executive Officer (CEO)

Oversees ESG performance, approves strategic initiatives and ensures appropriate resource allocation and organisational alignment.

ESG Steering Committee

Oversees implementation of the ESG strategy, monitors performance and facilitates cross-functional decision-making

Head of ESG

Leads the ESG programme, oversees implementation of the sustainability strategy and manages ESG reporting and disclosures.

ESG Core Team

Coordinates day-to-day implementation, performance monitoring, data management and reporting activities.

ESG Ambassadors

Promote ESG awareness, encourage employee engagement and support implementation across business units.



Case Study 6

Convening Key MICE Leaders through Sustainability Dialogues 2025

Highlights

Hosted the second edition of the Sustainability Dialogues on 11 September 2025

Convened more than 50 speakers and panellists from government, industry and academia

Explored emerging sustainability priorities, including climate action, sustainable finance, AI, digital infrastructure, sustainable mobility, responsible tourism and sustainable supply chains

Recognised sustainability leadership through the unveiling of the UAE's Most Influential Sustainability Leaders

Strengthened collaboration and knowledge sharing to advance sustainability across the UAE

Why It Matters

Achieving meaningful progress on sustainability requires more than individual organisational action. It depends on collaboration across government, industry, academia and civil society to exchange knowledge, share leading practices and develop practical solutions to increasingly complex environmental, social and governance (ESG) challenges.

As one of the region's leading conveners of business, innovation and ideas, DWTC is uniquely positioned to facilitate these conversations. In 2025, the second edition of the Sustainability Dialogues brought together leaders from across the public and private sectors to explore emerging ESG priorities and accelerate collective action in support of the UAE's sustainability ambitions and Net Zero 2050 Strategy.

The Challenge

As sustainability regulations, stakeholder expectations and decarbonisation ambitions continue to evolve, organisations face increasingly complex decisions on how to embed sustainability into strategy, operations and investment. Addressing these challenges requires access to practical knowledge, cross-sector collaboration and opportunities to learn from diverse experiences and emerging best practices.

Creating an environment where government, business, academia and sustainability experts can engage in open dialogue is essential to accelerating innovation and supporting the transition towards a more sustainable and resilient economy.

Our Response

DWTC hosted the second Sustainability Dialogues as a collaborative platform designed to promote meaningful discussion, knowledge exchange and practical action on emerging sustainability priorities.

The programme brought together more than 50 speakers and panellists representing government entities, leading organisations, academic institutions and sustainability experts. Through keynote presentations, ministerial insights and expert panel discussions, participants explored a wide range of topics including climate policy, sustainable buildings, climate-ready talent, sustainable finance, climate technology, AI-enabled energy management, digital infrastructure, data centres, sustainable mobility, tourism and events and sustainable supply chains.

The event also celebrated sustainability leadership through the unveiling of the UAE's Most Influential Sustainability Leaders, recognising individuals making significant contributions to advancing sustainability across the country.



Impact

The Sustainability Dialogues strengthened collaboration between government, industry and academia while promoting the exchange of practical knowledge, innovative ideas and leading ESG practices across multiple sectors.

Beyond facilitating discussion, the initiative reinforced DWTC's role as a trusted convener of sustainability leadership and an organisation that actively contributes to shaping the future of responsible business and sustainable event management. By bringing together diverse perspectives and encouraging practical collaboration, the Dialogues help accelerate innovation, strengthen organisational capability and support the implementation of sustainability initiatives across the UAE.

As the platform continues to grow, the Sustainability Dialogues will play an increasingly important role in advancing thought leadership, fostering partnerships and supporting the UAE's transition towards a more resilient, competitive and sustainable economy in line with the Net Zero 2050 Strategy.

Responsible Economic Expansion

Aligned with UN SDG 8 - Decent Work and Economic Growth

DWTC's role extends far beyond hosting world-class events. Every exhibition, conference and association event stimulates activity across Dubai's hospitality, retail, transport and professional services sectors, creating employment opportunities, attracting international visitors and generating long-term economic value. Through our events portfolio, we continue to reinforce Dubai's position as one of the world's leading destinations for business events and international trade.

Highlights

Hosted a total of 401 exhibitions and events, including 108 large-scale events	Generated AED 25.03 billion in economic output from the 108 large-scale events held at DWTC
Welcomed 2.97 million attendees across the full portfolio of 401 exhibitions and events	Generated AED 14.66 billion in Gross Value Added
Supported 94,072 jobs across Dubai	Supported AED 4.72 billion in disposable household income

Economic Impact

DWTC's events continue to deliver significant economic benefits across the emirate. Beyond direct spending by organisers, exhibitors and attendees, the economic impact extends throughout the supply chain, supporting hotels, restaurants, transport providers, retailers, contractors and a wide range of service providers.

In 2025, 108 large-scale events held at DWTC generated AED 25.03 billion in total economic output and AED 14.66 billion in Gross Value Added (GVA), while supporting 94,072 jobs across Dubai. This demonstrates the important role of the MICE sector in supporting Dubai's economic diversification and sustainable growth.

International Visitors Drive Economic Value

International visitors remain one of the strongest drivers of DWTC's economic impact.

In 2025, large-scale events attracted approximately 947,000 international visitors from outside the UAE. These visitors typically generate significantly higher economic value through spending on accommodation, dining, retail, transportation, entertainment and leisure, creating multiplier effects across Dubai's wider economy.

The strength of DWTC's international appeal is underpinned by flagship events such as GITEX GLOBAL, Gulfood and World of Coffee Dubai, which attract global exhibitors, buyers, investors and decision-makers from around the world.

Maintaining and growing our international visitor base remains a strategic priority as it represents one of the most effective ways to maximise Dubai's economic impact from business events.



Supporting SMEs and the Local Business Community

Beyond the headline economic figures, DWTC's events create valuable opportunities for small and medium-sized enterprises (SMEs) across Dubai and the wider UAE. By bringing together international buyers, investors, suppliers and industry leaders, our exhibitions and conferences provide SMEs with a platform to showcase their products and services, build new business relationships and access regional and global markets.

Through our events, local businesses benefit from increased commercial activity across sectors including hospitality, logistics, retail, transport, professional services and event delivery. Many SMEs also participate as exhibitors, suppliers, contractors and service providers, supporting both the successful delivery of events and the wider economic ecosystem.

Highlights

- Connected local businesses with international buyers, investors and commercial partners through DWTC's global events portfolio.
- Enabled SMEs to showcase their products and services to regional and international audiences.
- Supported local supply chains through procurement associated with exhibitions, conferences and live events.
- Generated business opportunities across hospitality, logistics, retail, transport, fit-out and professional services.
- Contributed to strengthening Dubai's entrepreneurial ecosystem and the competitiveness of UAE-based businesses.

Our success is measured not only by the scale of the events we host, but by the enduring value they create. Every exhibition, conference and business event serves as a catalyst for investment, innovation and collaboration, strengthening Dubai's economy, unlocking opportunities for businesses and talent to thrive and reinforcing the emirate's position as a global hub for commerce, knowledge exchange and international connectivity.



*His Excellency
Helal Saeed Almarri*
Director General,
Dubai World Trade Centre Authority

Ethical, Green and Resilient Supply Chain

Aligned with UN SDG 12 - Responsible Consumption and Production

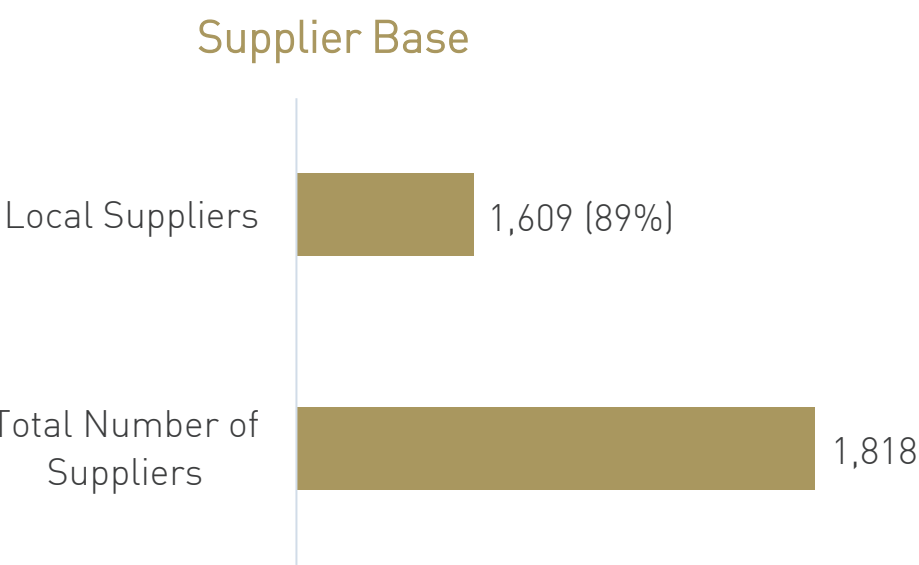
DWTC recognises that its supply chain plays a critical role in delivering sustainable business outcomes and creating long-term value for customers, partners and the wider community. Through responsible procurement practices, supplier engagement and robust governance processes, we seek to build a supply chain that is ethical, resilient, environmentally responsible and aligned with our sustainability objectives.

Our procurement approach integrates environmental, social and governance (ESG) considerations into supplier selection and management, while promoting ethical business conduct, supporting local suppliers and SMEs and strengthening the resilience of our operations.

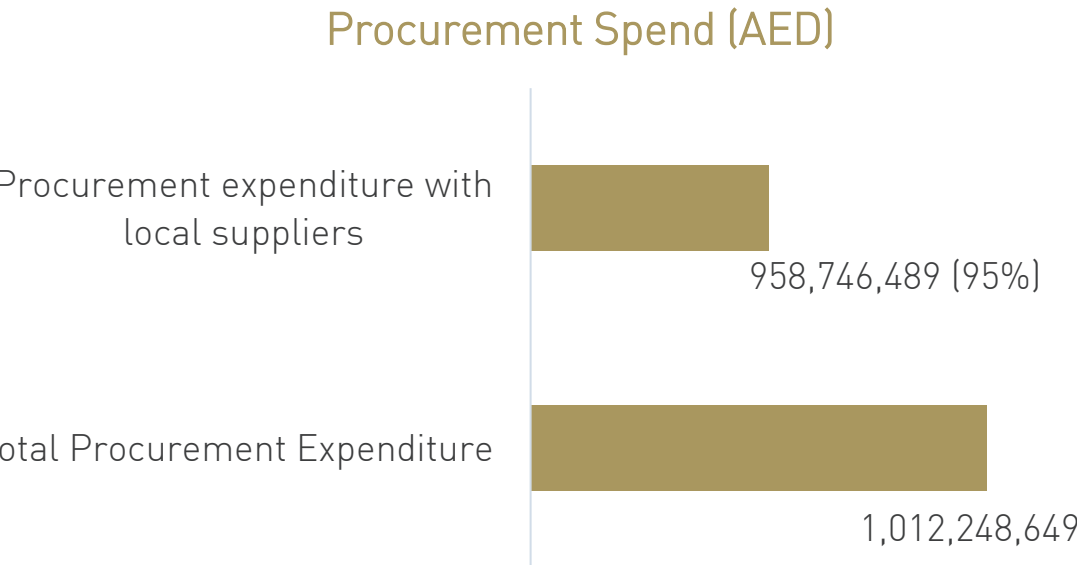
DWTC’s Suppliers 2025

DWTC prioritises local procurement as part of its commitment to supporting the UAE economy, strengthening supply chain resilience and creating shared value with local businesses and SMEs. In 2025, we worked with 1,818 suppliers, of which 89% were UAE-based. Local suppliers also accounted for 95% of our total procurement expenditure, reflecting DWTC's approach to sourcing goods and services from within the UAE wherever practical and commercially appropriate.

Supplier Profile



Procurement Expenditure



“

Supporting local businesses is central to our procurement strategy. In 2025, 89% of our suppliers were UAE-based and accounted for 95% of our procurement expenditure, demonstrating our commitment to strengthening the local economy while building a resilient and reliable supply chain.

”



Jason Tranter
Associate Vice President
Procurement and Contracts

Partnering for a Sustainable Supply Chain

Sustainable Procurement Policy

DWTC's Sustainable Procurement Policy integrates environmental, social and governance (ESG) considerations into procurement decisions, ensuring that the goods and services we procure support responsible business practices and contribute to positive environmental and social outcomes.

The policy promotes collaboration between business units and the Procurement and Contracts (P&C) function to embed sustainability throughout the procurement process. It also establishes clear expectations for suppliers through compliance with DWTC's Supplier Code of Conduct and key corporate policies, including the Occupational Health and Safety Policy, Whistleblowing Policy and Conflict of Interest Policy.

Evaluating Suppliers Through a Sustainability Lens

Sustainability considerations are integrated into supplier evaluation and procurement processes for major tenders and strategic purchases. Suppliers are assessed against criteria including sustainable materials, environmental certifications, SME status and alignment with DWTC's sustainability standards.

Where appropriate, tender specifications incorporate predefined environmental requirements, ensuring sustainability is considered from the outset. The weighting assigned to sustainability criteria varies according to the nature, complexity and strategic importance of each procurement.

Recognising that sustainable alternatives are not yet available across all procurement categories - particularly temporary event infrastructure and exhibition fit-out - DWTC balances sustainability objectives with operational, technical and commercial requirements while continuing to work with suppliers to expand sustainable solutions.

Supporting Local and Sustainable Sourcing

Supporting local suppliers remains a core element of DWTC's procurement strategy. In alignment with the UAE's In-Country Value (ICV) objectives, we prioritise engagement with UAE-based suppliers and SMEs, helping strengthen local supply chains and create economic opportunities.

To further support responsible sourcing, DWTC leverages the Tejari eSupply platform to identify sustainable products and services and collaborates with local suppliers including Al Sallal, Manbat, Barakat and Taza to increase local sourcing and promote more sustainable supply chains.

Reducing Environmental Impact Across the Supply Chain

DWTC seeks to reduce the environmental footprint of its supply chain by prioritising recyclable, biodegradable and non-hazardous materials, encouraging waste reduction throughout product lifecycles and increasing local sourcing to minimise transport-related emissions.

We also encourage suppliers to improve resource efficiency, reduce greenhouse gas emissions and adopt lower-carbon technologies and renewable energy solutions where practical.

Governance and Supply Chain Integrity

DWTC promotes ethical, transparent and accountable procurement through robust governance arrangements and supplier oversight.

Suppliers are expected to comply with applicable legal and regulatory requirements as well as DWTC's Supplier Code of Conduct. Employees complete annual conflict-of-interest declarations, while confidential whistleblowing mechanisms enable employees, suppliers and other stakeholders to report suspected misconduct. Non-compliance may result in corrective action or termination of the business relationship.

Advancing Socio-Economic Value Through Procurement

Our procurement approach seeks to create positive social and economic outcomes by working with suppliers that demonstrate responsible business practices and uphold the standards set out in our Supplier Code of Conduct.

DWTC maintains a zero-tolerance approach to child labour, forced labour, slavery and human trafficking and expects suppliers to comply with all applicable labour laws relating to fair wages, working hours and workers' rights. We also encourage supplier diversity and inclusive employment practices, supporting opportunities for SMEs, women and People of Determination wherever appropriate.



2025 Sustainable Procurement Highlights

Introduced co-branded rPET bottled water through a partnership with Emirates Water.

Expanded the use of locally sourced agricultural produce.

Embedded sustainable materials certification requirements within a major DEC furniture CAPEX procurement.

Increased deployment of electric food trucks to support lower-emission operations.

Secured approximately AED 75,000 in vendor-funded CSR sponsorships supporting the Ramadan meal programme.

Procurement Capability Building

During 2025, we continued strengthening procurement capability by:

- Enhancing supplier evaluation models to improve benchmarking and sustainability performance.
- Delivering internal training on sustainable and ethical procurement.
- Progressing the transition of linen management to an operational leasing model through Linencraft (EKFC).
- Renewing CIPS Ethical Procurement certification for key procurement personnel.

Way Forward

Our priorities include:

- Procuring electric trucks to expand our low-emission fleet.
- Transitioning to locally produced eco-friendly disposable products.
- Embedding a formal sustainability roadmap into major tenders and Requests for Proposal (RFPs).
- Expanding the use of biofuels across DXB LIVE off-site operations.
- Completing DWTC’s EcoVadis assessment and using the results to identify opportunities to strengthen sustainability-management performance.

These initiatives are subject to internal approval and may be refined or reprioritised to reflect evolving business priorities, operational requirements and implementation considerations.



Case Study 7

Reducing Virgin Plastic through Sustainable Hospitality Packaging

Highlights

Introduced co-branded bottled water using bottles made from 100% recycled PET (rPET)

Transitioned food-service packaging to PLA, bagasse, Kraft containers and 100% rPET lids

Replaced conventional plastic and polypropylene packaging across the transitioned product range

Strengthened responsible procurement through collaborations with Emirates Water, Yashtech Trading L.L.C. and SAFCO

Why This Matters

Large-scale exhibitions and hospitality operations require substantial volumes of bottled water and disposable food-service packaging. These frequently used products present an important opportunity to reduce reliance on virgin plastic, improve resource efficiency and embed circular economy principles into everyday operations. By incorporating recycled and alternative materials into product specifications and supplier selection, DWTC can encourage more responsible practices across its value chain while demonstrating practical sustainability solutions to visitors, exhibitors and business partners. In 2025, DWTC addressed two related packaging streams through a coordinated transition covering bottled water and food-service packaging.

The Challenge

Alternative packaging solutions had to meet DWTC’s requirements for food safety, product quality, durability, supply reliability and customer experience, particularly given the scale and intensity of its hospitality operations during major events. The transition therefore required both suitable materials and suppliers capable of delivering consistently at scale. The selected solutions also needed to support DWTC’s environmental objectives without compromising service quality or operational efficiency.

Our Response

DWTC partnered with UAE-based Emirates Water to introduce co-branded bottled water in bottles made from 100% recycled polyethylene terephthalate (rPET). This reduces demand for virgin-plastic packaging, keeps existing materials in circulation and supports local manufacturing. In parallel, DWTC worked with Yashtech Trading L.L.C. and SAFCO to transition food-service packaging to PLA, a plant-based bioplastic; bagasse, a sugarcane by-product; Kraft containers; and 100% rPET lids. The new range replaced conventional plastic and polypropylene-based packaging across the transitioned hospitality applications. Together, these initiatives integrated environmental considerations more systematically into supplier selection, product specifications and routine procurement decisions.

Impact

The combined transition reduced DWTC’s dependence on conventional virgin-plastic packaging across two highly visible hospitality product categories. Bottles made from 100% rPET support the circular use of existing plastic, while the wider food-service transition incorporates recycled and alternative materials into day-to-day operations. The initiatives also strengthened responsible procurement by demonstrating how supplier collaboration and product selection can support sustainability objectives. The new solutions provide visitors, exhibitors and customers with a visible example of sustainability in practice, while demonstrating how targeted procurement decisions can progressively reduce the environmental footprint of event hospitality and encourage more responsible packaging practices across the supply chain.



Risk, Crisis and Business Continuity

Aligned with UN SDG 13 - Climate Action

DWTC adopts an integrated approach to enterprise risk management, crisis management and business continuity to protect people, safeguard operations and support the successful delivery of world-class events. Our governance framework enables us to anticipate emerging risks, strengthen organisational resilience and respond effectively to disruption while creating long-term value for stakeholders.

Our Approach to Risk Management

DWTC adopts an integrated Enterprise Risk Management (ERM) approach that recognises the relationship between environmental, social and governance (ESG) factors, operational resilience and long-term value creation. Through our ERM framework, we identify, assess, monitor and manage risks and opportunities across the organisation, including those related to regulatory developments, climate change, cybersecurity, data protection, supply chain resilience and operational performance.

Our risk management framework is supported by Board oversight and executive leadership, with clearly defined risk ownership, governance structures, internal controls and reporting mechanisms. Risks are managed as part of day-to-day business planning and decision-making through cross-functional collaboration, regular risk assessments and ongoing monitoring, enabling timely responses to emerging issues while supporting organisational resilience and continuous improvement.

ESG considerations are embedded throughout the ERM framework, with climate- and sustainability-related risks incorporated into the corporate risk register and considered in strategic planning and operational decision-making.

Strategic and Operational Risks

- Climate-related disruption – Severe weather and other climate-related events may affect venue operations, visitor safety and event delivery.
- Geopolitical tensions – Regional or global instability may affect international travel, exhibitor participation and global trade events.
- Public health emergencies – Disease outbreaks may lead to restrictions on gatherings and disruption to event operations.
- Cybersecurity threats – Cybersecurity incidents may affect digital infrastructure, business systems and visitor services.
- Supply chain disruption – Disruptions affecting suppliers, logistics providers or contractors may impact event delivery and operational continuity.

Strategic Opportunities

- Resilient infrastructure and smart venue technologies to enhance operational efficiency and business continuity.
- Hybrid and virtual event platforms to expand global participation while increasing operational flexibility.
- Sustainability integration to strengthen DWTC's reputation as a responsible global events destination.
- Strategic partnerships with government authorities and emergency services to enhance preparedness and crisis response.

The ongoing assessment of risks and opportunities enables DWTC to strengthen operational resilience, respond proactively to emerging challenges and adapt to evolving sustainability expectations. Risk assessments are reviewed periodically to reflect changes in the operating environment and the evolving needs of the global events industry.



Business Continuity Management

DWTC maintains a Business Continuity Management System (BCMS) across all 28 departments to safeguard critical operations supporting events, exhibitions and venue activities. Aligned with ISO 22301:2019, the BCMS is designed to ensure the continuity of essential services, minimise operational disruption and strengthen organisational resilience during adverse events.

Maintaining Operational Resilience

The BCMS is supported by periodic Business Impact Assessments (BIAs) and continuity risk assessments to identify critical processes, establish recovery priorities and develop appropriate response strategies. Documented Business Continuity Plans (BCPs) and emergency response procedures address a broad range of disruption scenarios, including cybersecurity incidents, infrastructure failures, public health emergencies, geopolitical developments and extreme weather events. Preparedness is regularly validated through drills, simulations and scenario-based exercises.

Operational resilience is further strengthened through employee training, awareness programmes, cross-functional coordination and collaboration with government authorities, emergency services and strategic partners. Sustainability-related risks that may affect venue operations, visitor flows, or event delivery are also integrated into business continuity planning to support the long-term resilience of DWTC's operations.

The BCMS is reviewed regularly through management reviews, audits and lessons learned from exercises and real incidents, ensuring the framework remains effective and responsive to evolving risks and the growing scale and complexity of DWTC's operations.

Governance and Oversight

The BCMS is supported by a structured governance framework that provides oversight, accountability and continuous monitoring through:

- Periodic management reviews of business continuity and risk management.
- Formal incident reporting, crisis management and escalation procedures.
- Departmental continuity plans maintained by BCMS Champions.
- Coordination with government authorities, emergency services and strategic partners.
- Internal and external audits to assess BCMS effectiveness.
- Lessons learned reviews to strengthen continuity controls and response capabilities.



2025 Highlights

During 2025, we continued to strengthen our business continuity capabilities through:

Rollout of BCMS training and testing programmes across all departments.

Introduction of a BCMS competency matrix supported by defined objectives and KPIs.

Enhanced employee readiness to maintain critical services during disruptive events.

Way Forward

Looking ahead, our priorities include:

- Periodic review of the BCMS framework to address evolving risks and operational requirements.
- Updating Business Impact Assessments and continuity risk assessments.
- Further refinement of business continuity strategies and response plans.
- Continued delivery of training, testing and preparedness exercises to validate response capabilities.

These initiatives are subject to internal approval and may be refined or reprioritised to reflect evolving business priorities, operational requirements and implementation considerations.

Crisis Management and Communication Plan (CMCP)

Our Crisis Management and Communication Plan (CMCP) provides a structured framework for managing operational disruptions and major incidents. The plan supports the coordinated activation of Business Continuity and IT Disaster Recovery procedures, establishes clear communication protocols for internal and external stakeholders and enables the timely restoration of normal operations while minimising operational and reputational impacts.

Internal Control

DWTC's Internal Control Framework supports effective governance, risk management and regulatory compliance across the organisation. Governed by the Internal Control Policy, the framework provides assurance that risks are appropriately managed and that operations are conducted in accordance with established policies, procedures, delegated authorities and applicable legal and regulatory requirements.

The framework is supported by a suite of governance documents, including the Corporate Governance Framework, Anti-Fraud Policy, Board Code of Conduct, Internal Audit Charter, Delegation of Authority Matrix, Enterprise Risk Management Framework and other supporting policies and procedures.

By integrating governance, risk management and operational processes, the Internal Control Framework promotes accountability, strengthens oversight and supports the consistent application of controls across the organisation. It also facilitates the early identification of risks, timely implementation of corrective actions and continuous improvement of the control environment.

Internal Control Framework

The framework is built around five core components:



Control Environment

Establishes the foundation for effective internal control through governance, ethical values, organisational structures and clearly defined roles and responsibilities.



Risk Assessment

Identifies and evaluates risks that may affect the achievement of organisational objectives and determines appropriate mitigation measures.



Control Activities

Implements policies, procedures, approvals, verifications and segregation of duties to manage identified risks.



Information and Communication

Ensures relevant information is communicated effectively across the organisation to support informed decision-making and the consistent application of controls.



Monitoring

Evaluates the effectiveness of internal controls through ongoing management oversight, internal audit, external audit and the implementation of corrective actions.

Case Study 8

Highlights

Business Recovery Team activated within minutes

Critical resident services maintained throughout the incident

Community App restored the following morning

Recovery objectives successfully achieved

Ensuring Service Continuity during a System Outage

Why It Matters

Business continuity is essential to maintaining reliable services, protecting stakeholder confidence and ensuring operational resilience in an increasingly digital operating environment. As organisations become more dependent on technology, the ability to respond quickly to unexpected disruptions is critical to minimising operational impacts and maintaining service delivery.

On 1 March 2025, a temporary outage affected the Expo Village Community App, disrupting digital services including visitor registration, helpdesk requests and resident service processing. The incident provided an opportunity to activate DWTC's Business Continuity Management System (BCMS) and demonstrate the effectiveness of its preparedness, response and recovery arrangements under real operating conditions.

The Challenge

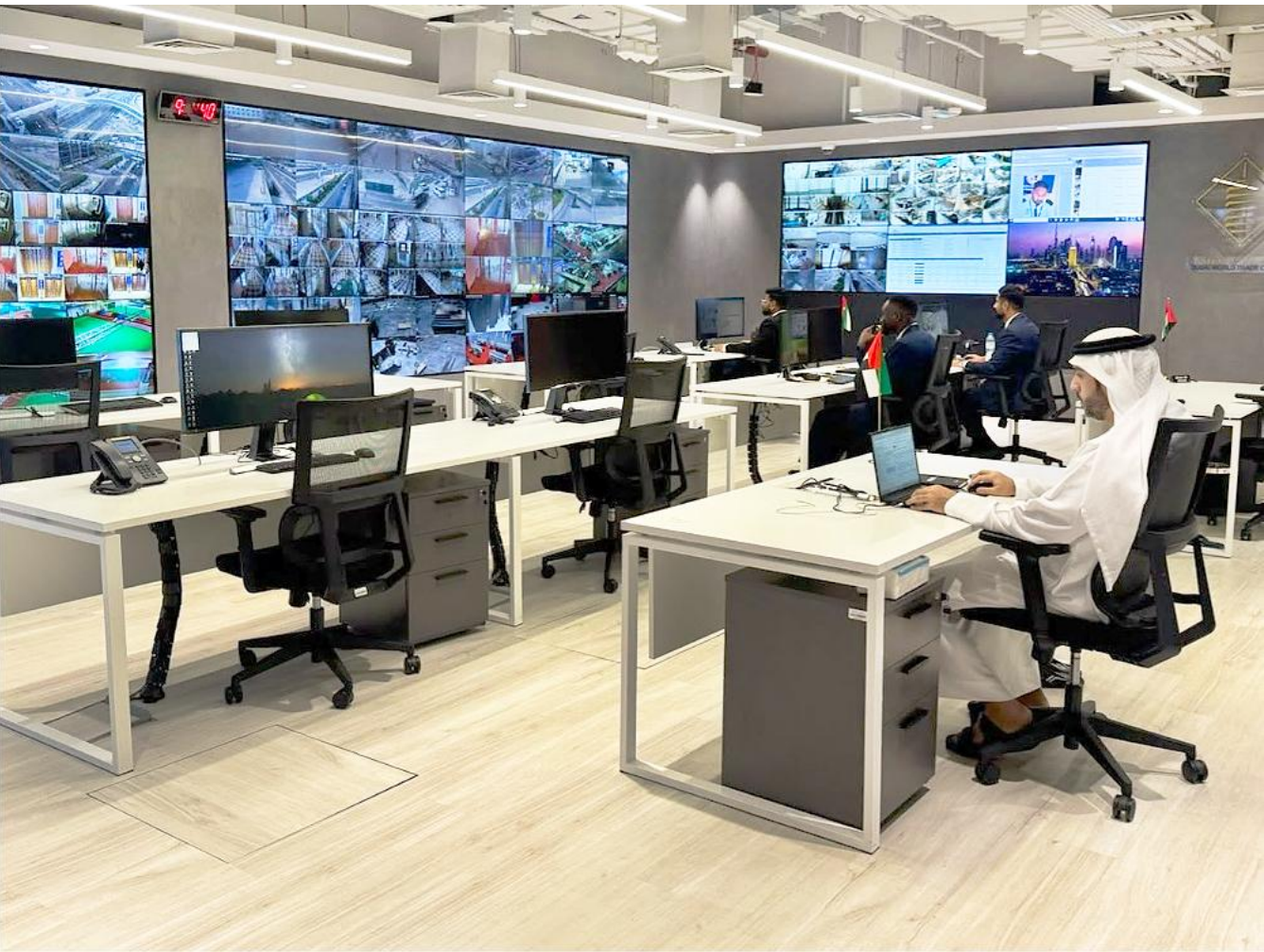
The outage temporarily affected a key digital platform relied upon by Expo Village residents, creating the potential for disruption to visitor management, maintenance coordination and resident support services. Maintaining continuity of these essential services while restoring the system as quickly as possible required coordinated action across multiple teams and effective communication with stakeholders.

Our Response

The incident was escalated within minutes, triggering the activation of the Business Recovery Team in accordance with DWTC's Business Continuity Management System.

To maintain service continuity, alternative communication and service channels - including email, Microsoft 365 applications, WhatsApp and the Contact Centre - were immediately deployed to ensure residents could continue accessing essential services while technical teams worked closely with the system vendor to investigate the issue and restore platform functionality.

Throughout the response, clear communication, defined recovery procedures and cross-functional coordination enabled critical services to remain operational while restoration activities progressed.



Impact

The Community App was fully restored the following morning, with all recovery objectives successfully achieved. Importantly, critical resident services continued throughout the incident without significant disruption, demonstrating the effectiveness of DWTC's contingency planning and recovery arrangements.

Beyond the successful restoration of the platform, the incident provided valuable assurance that DWTC's Business Continuity Management System can respond effectively to unexpected operational disruptions. It reinforced the importance of rapid escalation procedures, cross-functional collaboration, clear stakeholder communication and well-established contingency measures in maintaining resilient operations and protecting service continuity. By successfully managing a real-world disruption, DWTC strengthened organisational resilience and reaffirmed its commitment to delivering reliable services, even in challenging circumstances.

Cybersecurity and Data Privacy

Aligned with UN SDG 9 - Industry, Innovation and Infrastructure

As a digitally enabled organisation, DWTC recognises that cybersecurity and data privacy are fundamental to maintaining secure operations, protecting information assets and preserving stakeholder trust. Our integrated approach combines governance, risk management, technology and employee awareness to safeguard critical systems and information while supporting regulatory compliance and operational resilience.

Through structured governance, proactive risk management and continuous capability building, we manage cyber risks and maintain the confidentiality, integrity and availability of information across our operations.

Cybersecurity Awareness and Training

People play a critical role in maintaining cyber resilience. We therefore promote cybersecurity awareness through targeted training programmes, regular communications and ongoing employee engagement initiatives.

Training covers topics including password security, phishing awareness, data privacy, secure remote working and responsible digital behaviour. Awareness is reinforced through periodic campaigns, cybersecurity alerts and organisation-wide communications, helping employees recognise and respond appropriately to evolving cyber risks.

DWTC monitors participation in cybersecurity awareness activities and plans to enhance tracking mechanisms in 2026.

Metric	2025
Employees completing Cybersecurity training	19%

2025 Cybersecurity Highlights

During 2025, DWTC implemented a range of cybersecurity governance and awareness initiatives, including:

- Strengthening regulatory compliance by progressing alignment with the Dubai Electronic Security Centre (DESC) Information Security Regulation (ISR), including the development of key registers and structured compliance monitoring.
- Enhancing cybersecurity awareness through updated training programmes delivered across departments in line with regulatory expectations.
- Improving governance and oversight by establishing regular compliance monitoring, follow-up processes and reporting mechanisms to strengthen audit readiness and ongoing compliance.

Way Forward

Planned initiatives include:

- Completing and operationalising the Information Risk Register as the central mechanism for monitoring cyber risks and supporting continued alignment with the DESC Information Security Regulation (ISR).
- Further strengthening the cybersecurity compliance framework through formal quarterly monitoring, reporting and remediation tracking.
- Making cybersecurity training mandatory for all employees in 2026 by embedding it in the HR Code of Conduct.
- Strengthening third-party cyber risk management through enhanced due diligence and compliance reviews of higher-risk suppliers.
- Enhancing executive cybersecurity dashboards and reporting to improve visibility of cyber risks, compliance performance and remediation activities.



Case Study 9

Highlights

Developed a centralised Information Risk Register

Strengthened alignment with the Dubai Electronic Security Centre (DESC) Information Security Regulation (ISR)

Enhanced visibility of cybersecurity risks across the organisation

Improved compliance monitoring and audit readiness

Centralising Cybersecurity Risk Management across DWTC

Why This Matters

As organisations become increasingly reliant on digital technologies, protecting information assets and managing cybersecurity risks are fundamental to operational resilience, stakeholder confidence and regulatory compliance. Effective governance requires more than technical controls - it depends on clear visibility of enterprise-wide risks, robust oversight and consistent risk management.

In 2025, DWTC strengthened its cybersecurity governance by developing a centralised Information Risk Register to support the systematic identification, assessment and management of cybersecurity risks. This aligns with the Dubai Electronic Security Centre (DESC) Information Security Regulation (ISR) and reinforces a proactive, risk-based approach to cyber resilience.

The Challenge

As DWTC’s digital systems, information assets and business operations continued to evolve, maintaining a consistent, organisation-wide view of cybersecurity risks became increasingly important. Strengthening governance, improving visibility of information security risks and ensuring continued alignment with evolving regulatory requirements were key priorities in protecting critical systems and supporting informed decision-making.

Our Response

DWTC developed a centralised Information Risk Register to consolidate cybersecurity risks across business units, establishing a consistent framework to identify, assess, monitor and mitigate risks to information systems, data and users.

The initiative also introduced structured compliance monitoring and reporting to strengthen governance and support alignment with the DESC Information Security Regulation (ISR). Implementation was delivered through close collaboration between business units, Security Champions and specialist advisers, embedding cybersecurity risk management into day-to-day operations and strengthening organisational ownership of information security.



Impact

The Information Risk Register has strengthened DWTC's cybersecurity governance by providing greater visibility of information security risks, improving audit readiness and supporting a more structured and consistent approach to risk assessment, mitigation and regulatory compliance across the organisation.

Beyond strengthening governance processes, the initiative has enhanced organisational awareness, accountability and cross-functional collaboration on cybersecurity, enabling risks to be identified, monitored and managed more effectively. By embedding a proactive, risk-based approach to information security, DWTC continues to strengthen the resilience of its digital operations, safeguard critical information assets and support the secure delivery of services across its business.

Data Privacy – Key Initiatives

During 2025, we continued to strengthen our data privacy framework through several governance, compliance and awareness initiatives, including:

Rolled out an organisation-wide Data Privacy Policy and procedures for consistent data protection practices across departments.

Completed planned Privacy Impact Assessments (PIAs) and internal audits for systems handling personal data.

Delivered ongoing employee training on data protection responsibilities and regulatory requirements.

Strengthened third-party data governance by incorporating data protection requirements into supplier and processor contracts.

Maintained robust processes for managing data subject requests and responding to data privacy incidents.



Case Study 10

Highlights

- Strengthened Enterprise Data Privacy Framework
- Embedded Privacy by Design principles across new projects
- Enhanced alignment with the UAE Personal Data Protection Law (PDPL)
- Improved data governance, awareness and third-party oversight

Embedding Data Privacy across DWTC Operations

Why It Matters

As organisations increasingly rely on digital services and data-driven decision-making, protecting personal information has become fundamental to maintaining stakeholder trust, strengthening governance and ensuring regulatory compliance. Effective privacy management requires organisations to consider data protection from the earliest stages of designing systems, services and business processes, rather than addressing privacy risks after implementation.

During 2025, DWTC strengthened its Enterprise Data Privacy Framework by embedding Privacy by Design principles across its operations and integrating privacy considerations into new systems, projects and business processes from the outset. The initiative reinforces responsible data management while supporting compliance with the UAE Personal Data Protection Law (PDPL) and recognised international good practices.

The Challenge

As digital services expanded and the collection, use and sharing of personal data increased across the organisation, DWTC recognised the need to further strengthen privacy governance, improve organisational awareness and establish consistent data protection practices across all business functions. Meeting evolving regulatory requirements while maintaining efficient business operations required a coordinated, enterprise-wide approach to privacy management.

Our Response

Working collaboratively across Information Technology, Legal, Compliance, Procurement and operational teams, DWTC enhanced its Enterprise Data Privacy Framework by strengthening governance processes, embedding Privacy by Design principles into project delivery and integrating privacy considerations into decision-making throughout the project lifecycle.

The initiative also expanded employee awareness programmes, strengthened third-party privacy oversight and enhanced processes for managing personal data responsibly across the organisation. Implementation was supported by external privacy specialists Tsaaro, helping benchmark DWTC's practices against recognised international standards while promoting greater consistency across business functions.



Impact

The initiative has strengthened DWTC's ability to manage personal information responsibly by enhancing compliance with the UAE Personal Data Protection Law (PDPL), improving data governance and embedding privacy considerations into day-to-day operations and future projects.

Beyond strengthening regulatory compliance, the programme has increased employee awareness, improved supplier accountability and enhanced the organisation's responsiveness to data subject requests, reinforcing a culture of responsible data stewardship across the business.

By embedding Privacy by Design into its governance framework, DWTC is building a more resilient, transparent and trusted digital environment for employees, customers, exhibitors, tenants and business partners. The initiative demonstrates the organisation's commitment to protecting personal information while supporting innovation, operational excellence and sustainable digital transformation.

5

Delivering Sustainable Events

Beyond reducing the environmental impact of our own operations, DWTC provides a global platform for accelerating sustainability across industries. Through our portfolio of international exhibitions, conferences and knowledge-sharing platforms, we bring together governments, businesses, researchers and innovators to address some of the world's most pressing environmental, social and economic challenges.

These events demonstrate how business events can act as powerful catalysts for collaboration, innovation and sustainable development, creating lasting value that extends far beyond the duration of each event.



GITEX GLOBAL 2025

GITEX GLOBAL is DWTC's flagship technology event, bringing together global technology leaders, start-ups, investors, governments and innovators to showcase advances in artificial intelligence, cybersecurity, cloud computing, smart cities and digital transformation.



Sustainability Highlights

In 2025, GITEX GLOBAL integrated sustainability considerations across event delivery while maintaining GITEX Impact and Future Urbanism as dedicated platforms promoting sustainable innovation and urban development. The event welcomed 6,800 exhibitors, 2,000 start-ups and 1,200 investors from over 180 countries, creating opportunities to accelerate collaboration and investment in sustainability-driven technologies.

2,301 kg

Food Waste Composted

732 kg

Coffee Grounds Composted

Separately collected

Waste Management and Circularity

Waste management activities during GITEX GLOBAL 2025 included waste segregation, recycling and composting initiatives delivered in partnership with Waste Lab.

The event generated 13,147 kg of food waste. Food waste was managed through composting, surplus-food redistribution and approved third-party waste-management providers.

Dedicated recycling streams also captured 732 kg of coffee grounds for composting, 635 kg of glass bottles, 130 kg of aluminium cans and 875 Nespresso capsules. Overall, 17,390 kg of recyclable materials were collected during the event. These initiatives supported resource recovery and circular waste management during the event.

Energy and Water

Electricity consumption during GITEX GLOBAL 2025 was 1,102,827 kWh and water consumption was 4,122 m³.

DWTC's rooftop solar installations at Zabeel and Sheikh Rashid Halls supplemented electricity demand, while EcoBurners were used across buffet catering operations to reduce fuel consumption and associated emissions.

Social Impact

GITEX GLOBAL promoted more sustainable catering and visitor mobility throughout the event. Plant-based menu options formed a significant proportion of catering offerings, while attendees were encouraged to use lower-carbon transport options including RTA shuttle buses, electric limousines, Careem electric bikes and public transport through Nol Card services.

Although food donation volumes were not recorded in 2025, responsible procurement, waste minimisation and sustainable transport were key components of the event's sustainability programme.

GITEX GLOBAL - Key Performance Indicators

Indicator	Unit	2025
Food Waste Composted	kg	2,301
Glass Bottles Recycled	kg	635
Aluminium Cans Recycled	kg	130
Nespresso Capsules Collected	#	875
Electricity Consumption	kWh	1,102,827
Water Consumption	m³	4,122
Exhibition tents reused	m²	11,000

Dubai Sports World 2025

Dubai Sports World (DSW) is DWTC's annual indoor sports and recreation event, providing accessible sporting and wellness activities for people of all ages. Offering football, basketball, badminton, padel, volleyball, yoga, fitness classes and community programmes, the event promotes healthy lifestyles while integrating sustainability into its operations and visitor experience.



Energy and Water Usage

In 2025, Dubai Sports World recorded electricity and water consumption of 1,622,907 kWh and 2,482.6 m³, respectively.

Electricity management measures included optimised HVAC scheduling, lighting controls and efficient venue operations.

Water management measures included tighter control of potable water use and the use of water-efficient fixtures throughout the venue.



Waste Management and Circularity

A total of 2,000 kg of recyclable materials was collected during the event. Colour-coded waste segregation systems operated throughout the venue, enabling recyclable materials to be separated at source and supporting DWTC's commitment to reducing landfill waste and promoting circular resource management.



Community Impact

Community engagement is a key feature of Dubai Sports World. In partnership with the Thukher Club, the event delivered a dedicated programme for senior citizens, welcoming close to 30 participants and providing opportunities for physical activity, social interaction and wellbeing in an inclusive environment.

Through accessible sporting activities and community partnerships, Dubai Sports World promoted healthier lifestyles and positive social outcomes.

Dubai Sports World - Key Performance Indicators

Indicator	Unit	2025
Electricity Consumption	kWh	1,622,907
Water Consumption	m³	2,482.6
Recyclables Collected	kg	2,000

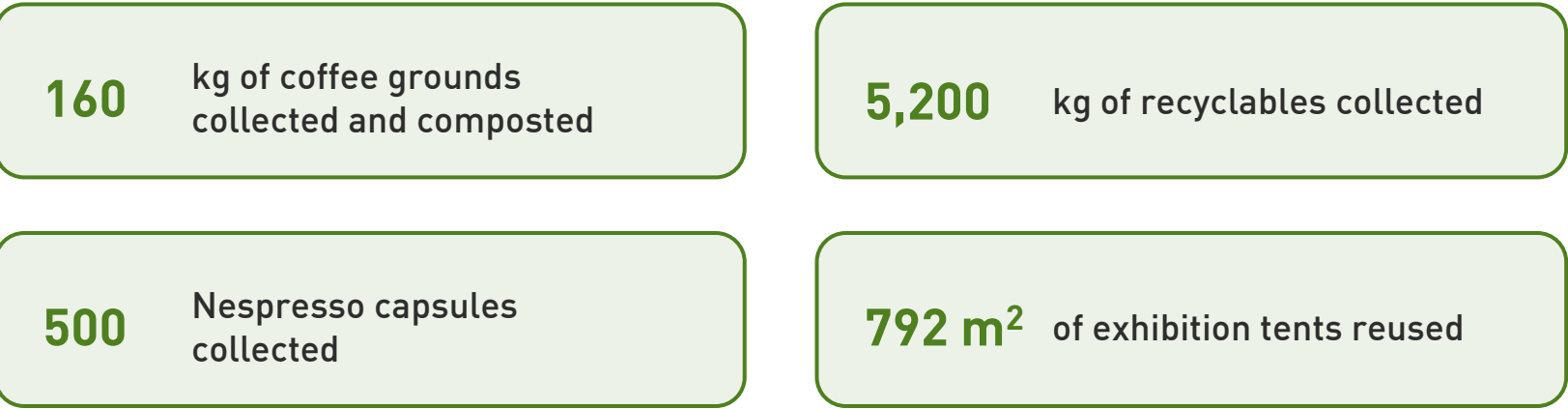


World of Coffee Dubai 2025

World of Coffee Dubai brings together the global specialty coffee community, showcasing the latest innovations in coffee production, equipment, sustainability and coffee culture. The three-day exhibition attracts baristas, roasters, equipment manufacturers, suppliers and industry professionals from around the world.

Sustainability Highlights

World of Coffee Dubai 2025 demonstrated how sustainability can be integrated into a specialist exhibition through effective waste management, resource recovery and responsible event operations. Working with dedicated recycling and composting partners, the event collected recyclable materials, composted coffee grounds and reused selected exhibition assets.



Waste Management and Circularity

Waste generated during the event was segregated into dedicated collection streams, including food waste, coffee grounds, recyclable materials and residual waste, ensuring that each material followed the most appropriate recovery pathway.



Global Encounters 2025

Hosted at DWTC by the Ismaili community, Global Encounters 2025 brought together government representatives, diplomats, athletes, business leaders and thought leaders from 73 countries. The scale and international nature of the event required close coordination to deliver catering, energy and waste management services efficiently while embedding sustainability throughout event operations.

Sustainability Highlights

9,211 kg

Food Waste Diverted From landfill

1,622 kg

Compost Produced Through Waste Lab

917 kg

Untouched Surplus Food Donated

1,092

Meals provided To communities in need

Waste Management and Circularity

Waste segregation and resource recovery formed a central part of the event's sustainability programme. A total of 9,211 kg of food waste was diverted from landfill through composting in partnership with Waste Lab, producing 1,622 kg of nutrient-rich compost for beneficial reuse. In addition, 122 kg of coffee grounds were collected and composted separately.

Recycling systems were deployed throughout the venue to recover glass bottles (90 kg), aluminium cans (85 kg) and other recyclable materials. Overall, 14,072 kg of recyclable materials were collected during the event. Colour-coded waste segregation stations and smart bins supported effective waste separation across catering, hospitality and service areas.

Food Donation and Community Impact

Surplus untouched food was donated to the UAE Food Bank and other charitable organisations, providing 917 kg of food, equivalent to approximately 1,092 meals for communities in need.

The initiative demonstrates how responsible event management can simultaneously reduce food waste and deliver meaningful social value by redirecting edible surplus food to charitable organisations.



Resource Efficiency

To reduce catering-related emissions, 594 EcoBurners were deployed across buffet and food-service stations, replacing conventional fuel-based chafing systems. This represented one of the largest EcoBurner deployments across any DWTC event during the year, supporting lower-emission catering operations.

The event consumed 1,720,296 kWh of electricity and 1,979 m³ of water during its operation.

Global Encounters - Key Performance Indicators

Indicator	Unit	2025
Coffee Grounds Composted	kg	122
Glass Bottles Recycled	kg	90
Aluminium Cans Recycled	kg	85
Recyclables Collected	kg	14,072
EcoBurners Deployed	#	594
Electricity Consumption	kWh	1,720,296
Water Consumption	m³	1,979
Countries Represented	#	73

Looking Ahead

“

Sustainability is not a standalone initiative – it is integral to how we create long-term value for our customers, our partners and Dubai. As our business continues to grow, we remain committed to delivering world-class events in ways that strengthen our economy, support our communities and safeguard our environment for future generations.

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***His Excellency
Helal Saeed Almarri***
Director General,
Dubai World Trade Centre Authority

As DWTC continues to grow, our commitment to creating long-term environmental, social and economic value remains central to how we operate, invest and innovate. As a leading destination for exhibitions, conferences and business events, we recognise both the opportunity and the responsibility to help shape a more sustainable, resilient and inclusive future for the global MICE industry, while contributing to Dubai's continued success as one of the world's leading centres for business, trade and innovation.

Across our organisation, we are embedding environmental, social and governance (ESG) principles into decision-making, operations and long-term planning. By improving resource efficiency, reducing emissions, investing in our people, strengthening governance and fostering innovation, we are building a more resilient organisation that delivers lasting value for our stakeholders while supporting sustainable economic growth and broader societal progress.

The achievements presented throughout this report reflect the collective commitment of our employees, customers, partners, suppliers and stakeholders. Together, we have advanced more sustainable event delivery, strengthened operational resilience, expanded our positive impact on communities and enhanced transparency and accountability

across our organisation. These achievements provide a strong foundation on which to build, reinforcing our confidence and ambition for the years ahead.

Looking forward, we will continue investing in innovation, responsible growth and strategic partnerships to accelerate our sustainability journey, support the Dubai Economic Agenda (D33) and the UAE Net Zero 2050 Strategy and reinforce Dubai's position as one of the world's leading destinations for business, trade and international events.

We recognise that sustainability is not a destination but a continuous commitment to progress. By challenging ourselves to achieve higher standards, embracing new ideas and technologies and working collaboratively with our stakeholders, we will continue creating lasting value for future generations while connecting people, businesses and opportunities in an increasingly interconnected world. Through this commitment, we aspire not only to strengthen our own organisation, but also to contribute to a more sustainable, competitive and prosperous future for Dubai, the global business events industry and the communities we serve.

GRI Content Index

Statement of use: Dubai World Trade Centre has reported the information cited in this GRI Content Index with reference to the GRI Standards for the period 1 January to 31 December 2025.

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	Chapter 1: Introduction - Who We Are; Our Core Portfolio Commercial Operations	
	2-2 Entities included in the organisation's ESG reporting	Chapter 1: Introduction - About the Report	
	2-3 Reporting period, frequency and contact point	Chapter 1: Introduction - About the Report, Reporting frequency - Annually	
	2-4 Restatements of information	In 2025, DWTC enhanced its greenhouse gas (GHG) accounting, updating certain methodologies and emission factors to strengthen alignment with the GHG Protocol. To enable meaningful year-on-year comparison, the relevant 2024 metrics presented in this report have been restated to be directly comparable for a like-for-like representation.	
	2-5 External assurance	Not reported	GRI 2-5: External assurance was not obtained for the 2025 reporting period. DWTC conducted an internal review of the reported ESG data and disclosures. DWTC may consider obtaining external assurance in future reporting periods, taking account of regulatory developments and organisational requirements.
	2-6 Activities, value chain and other business relationships	Chapter 1: Introduction - Who We Are; Our Core Portfolio Commercial Operations; Chapter 4: Governance - Ethical, Green and Resilient Supply Chain	
	2-7 Employees	Chapter 3: Social - Our Workforce	
	2-8 Workers who are not employees	Not reported	Information relating to contractors and other third-party personnel is not currently collected consistently across all business units. As a result, this information has not been reported for the 2025 reporting period.
	2-9 Governance structure and composition	Chapter 4: Governance – ESG Governance Structure	
	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.

GRI Content Index

GRI Standard / Other Source	Disclosure	Location	Reasons for Omission
General Disclosures			
GRI 2: General Disclosures 2021	2-12 Role of the highest governance body in overseeing the management of impacts	Chapter 4: Governance - Corporate and ESG Governance	
	2-13 Delegation of responsibility for managing impacts	Chapter 4: Governance - Corporate and ESG Governance- Head of ESG / ESG Core Team	
	2-14 Role of the highest governance body in sustainability reporting	Sustainability reporting is overseen through DWTC’s ESG governance structure, in accordance with established roles and responsibilities.	
	2-15 Conflicts of interest	Chapter 4: Governance - Corporate and ESG Governance (Governance Policies - Conflict of Interest Policy)	
	2-16 Communication of critical concerns	Chapter 4: Governance - Corporate and ESG Governance (Governance Policies - Whistleblowing Policy) and Risk, Crisis and Business Continuity (Crisis Management and Communication Plan)	
	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	Chapter 1: Introduction - Message from our Director General	
	2-23 Policy commitments	Chapter 4: Governance - Corporate and ESG Governance (Governance Policies) and Ethical, Green and Resilient Supply Chain - Governance and Supply Chain Integrity	
	2-24 Embedding policy commitments	Chapter 4: Governance - ESG Governance Structure and Partnering for a Sustainable Supply Chain; Chapter 3: Social – Empowering Our People – Learning and Development	
	2-25 Processes to remediate negative impacts	Chapter 4: Governance - Corporate and ESG Governance (Policy Instruments - Whistleblowing Policy)	
	2-26 Mechanisms for seeking advice and raising concerns	Chapter 4: Governance - Corporate and ESG Governance (Policy Instruments - Whistleblowing Policy)	
	2-27 Compliance with laws and regulations	No fines were incurred.	
	2-28 Membership associations	Not available	
	2-29 Approach to stakeholder engagement	Chapter 1: Introduction - Materiality Assessment: ESG Topics	

GRI Content Index

GRI Standard / Other Source	Disclosure	Location	Reasons for Omission
Material Topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Chapter 1: Introduction - Materiality Assessment: ESG Topics	
	3-2 List of material topics	Chapter 1: Introduction - Materiality Assessment: ESG Topics	
Employee Training, Attraction and Retention			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 3: Social - Employee Attraction and Retention (Our Talent Retention Framework and Empowering our People – Learning and Development)	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Chapter 3: Social - Employee Attraction and Retention	
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Chapter 3: Social - Employee Attraction and Retention (Employee Benefits)	
GRI 401: Employment 2016	401-3 Parental leave	Chapter 3: Social - Employee Attraction and Retention (Parental Leave)	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Chapter 3: Social - Empowering Our People – Learning and Development	
GRI 404: Training and Education 2016	404-2 Programmes for upgrading employee skills and transition assistance programmes	Chapter 3: Social - Empowering Our People – Learning and Development	
GRI 404: Training and Education 2016	404-3 Percentage of employees receiving regular performance and career development reviews	Chapter 3: Social - Employee Attraction and Retention (100% performance review coverage)	
Economic Impact on Local Economy and SMEs			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 4: Governance - Responsible Economic Expansion	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Chapter 1: Introduction - Building a Sustainable Foundation for Future Events	
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	Chapter 4: Governance – Responsible Economic Expansion; Supporting SMEs and the Local Business Community	

GRI Content Index

GRI Standard / Other Source	Disclosure	Location	Reasons for Omission
Customer Experience and Satisfaction			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 3: Social - Customer Experience and Satisfaction	
Community Development and Cultural Preservation			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 3: Social - Our Impact on Community and Culture	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments and development programs	Chapter 3: Social - Community Engagement Initiatives	
GRI 413: Local Communities 2016	413-2 Operations with significant actual and potential negative impacts on local communities	No significant negative impacts identified	GRI 413-2: No significant actual or potential negative impacts on local communities were identified during the reporting period.
Health, Wellness and Quality of Life			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 3: Social - Health, Wellness and Quality of Life	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Chapter 3: Social - Health, Wellness and Quality of Life (ISO 45001:2018 / ISO 14001:2015 alignment)	
	403-2 Hazard identification, risk assessment and incident investigation	Chapter 3: Social - Health, Wellness and Quality of Life; Case Study 4 - Using Digital Monitoring and Inspections to Strengthen Event Safety	
	403-3 Occupational health services	Chapter 3: Social - Health, Wellness and Quality of Life	
	403-4 Worker participation, consultation and communication on occupational health and safety	Chapter 3: Social - Health, Wellness and Quality of Life	
	403-5 Worker training on occupational health and safety	Chapter 3: Social - Health, Wellness and Quality of Life (Health and Wellness Awareness)	
	403-6 Promotion of worker health	Chapter 3: Social - Health, Wellness and Quality of Life (Health and Wellness Awareness)	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Chapter 3: Social - Health, Wellness and Quality of Life; Case Study 4 - Using Digital Monitoring and Inspections to Strengthen Event Safety	

GRI Content Index

GRI Standard / Other Source	Disclosure	Location	Reasons for Omission
Health, Wellness and Quality of Life			
GRI 403: Occupational Health and Safety 2018	403-8 Workers covered by an occupational health and safety management system	Chapter 3: Social - Health, Wellness and Quality of Life (2025 HSE Performance Highlights)	
	403-9 Work-related injuries	Chapter 3: Social - Health, Wellness and Quality of Life (2025 HSE Performance Highlights - zero fatalities, zero high-consequence injuries)	
	403-10 Work-related ill health	Chapter 3: Social - Health, Wellness and Quality of Life (2025 HSE Performance Highlights - Zero work-related cases of occupational ill health)	
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Chapter 3: Social - Customer Health and Safety Commitments and Performance (90% of significant service categories assessed)	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents recorded	GRI 416-2: No incidents of non-compliance with regulations concerning the health and safety impacts of products and services were recorded during the reporting period.
Waste Generation			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 2: Environment - Waste - Advancing Circularity and Resource Recovery (Introduction)	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Chapter 2: Environment - Waste - Advancing Circularity and Resource Recovery (Waste Generated; Waste by Stream)	
	306-2 Management of significant waste-related impacts	Chapter 2: Environment - Waste - Advancing Circularity and Resource Recovery (Waste Management Partners; Sustainable Waste Management Initiatives)	
	306-3 Waste generated	Chapter 2: Environment - Waste - Advancing Circularity and Resource Recovery (Total Waste Generated table; Waste by Stream tables)	
	306-4 Waste diverted from disposal	Chapter 2: Environment - Waste - Advancing Circularity and Resource Recovery (Waste Treatment and Disposal table - Waste Diverted from Disposal)	
	306-5 Waste directed to disposal	Chapter 2: Environment - Waste - Advancing Circularity and Resource Recovery (Waste Treatment and Disposal table - Non-Hazardous Waste Directed to Disposal)	
Emiratisation			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 3: Social - Emiratisation (Emirati Workforce table; Empowering the Next Generation of UAE Talent)	

GRI Content Index

GRI Standard / Other Source	Disclosure	Location	Reasons for Omission
GHG and Energy Consumption			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 2: Environment - Understanding Our Carbon Footprint	
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Chapter 2: Environment - Energy - Powering Our Operations Responsibly	
	302-2 Energy consumption outside of the organisation	Not reported	GRI 302-2: Energy consumption outside of the organisation (Scope 3 energy) is not separately quantified. Scope 3 emissions are reported under GRI 305-3.
	302-3 Energy intensity	Chapter 2: Environment - Energy - Powering Our Operations Responsibly (Energy Intensity table: MICE GJ/visitor; RE/FZ/AM GJ/occupant)	
	302-4 Reduction of energy consumption	Chapter 2: Environment - Energy - Powering Our Operations Responsibly (Building a Culture of Energy Efficiency; 12% improvement in MICE energy intensity)	
	302-5 Reductions in energy requirements of products and services	Not reported	GRI 302-5: Reductions in energy requirements of products and services are not separately quantified. Energy efficiency improvements are described qualitatively in Chapter 2.
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Chapter 2: Environment - Understanding Our Carbon Footprint - GHG Emissions Summary (Scope 1: 2,538 tCO ₂ e in 2025; 2,513 tCO ₂ e in 2024)	
	305-2 Energy indirect (Scope 2) GHG emissions	Chapter 2: Environment - Understanding Our Carbon Footprint - GHG Emissions Summary (Scope 2: 60,197 tCO ₂ e in 2025; 65,076 tCO ₂ e in 2024)	
	305-3 Other indirect (Scope 3) GHG emissions	Chapter 2: Environment - Understanding Our Carbon Footprint - GHG Emissions Summary (Scope 3: 52,070 tCO ₂ e in 2025; 41,730 tCO ₂ e in 2024 - note: 2025 Scope 3 emissions exclude attendee travel)	
	305-4 GHG emissions intensity	Chapter 2: Environment - Understanding Our Carbon Footprint - Emissions Intensity	
	305-5 Reduction of GHG emissions	Chapter 2: Environment - Understanding Our Carbon Footprint - Emissions Avoided through Reduction Initiatives (7,220 tCO ₂ e estimated avoided)	
	305-6 Emissions of ozone-depleting substances (ODS)	Not applicable	
	305-7 Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant air emissions	Not applicable	

GRI Content Index

GRI Standard / Other Source	Disclosure	Location	Reasons for Omission
Corporate Governance			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 4: Governance - Corporate and ESG Governance	
Risk and Crisis Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 4: Governance - Risk, Crisis and Business Continuity	
Cybersecurity and Data Privacy			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 4: Governance - Cybersecurity and Data Privacy	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints received	
Diversity and Equal Opportunity			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 3: Social - Diversity, Inclusion and Equal Opportunity	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Chapter 3: Social - Diversity, Inclusion and Equal Opportunity	
GRI 405: Diversity and Equal Opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men	Not available	Confidential Information.
Ethical, Green and Resilient Supply Chain			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 4: Governance - Ethical, Green and Resilient Supply Chain	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Chapter 4: Governance - Ethical, Green and Resilient Supply Chain (DWTC Suppliers 2025: 89% local suppliers; 95% spend on local suppliers)	

GRI Content Index

GRI Standard / Other Source	Disclosure	Location	Reasons for Omission
Water Consumption			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 2: Environment - Water - Stewarding Every Drop	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Chapter 2: Environment - Water - Stewarding Every Drop (Reverse Osmosis Plant; TSE Holding Tank; Xeriscaping and Smart Irrigation)	
	303-2 Management of water discharge-related impacts	Water discharge management is addressed through connection to the Dubai Municipality sewerage network and compliance with applicable regulations.	
	303-3 Water withdrawal	Chapter 2: Environment - Water - Stewarding Every Drop (Total Water Withdrawal table: 978,448 m³ in 2025; Water Withdrawal by Site)	
	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.
Land Use and Natural Capital			
GRI 3: Material Topics 2021	3-3 Management of material topics	Chapter 2: Environment - Land Use and Natural Capital	
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not reported	DWTC may consider assessing and reporting this information in future reporting periods, subject to data availability and organisational reporting priorities.
	304-2 Significant impacts of activities, products and services on biodiversity	Not reported	
	304-3 Habitats protected or restored	Not reported	
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not reported	



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