

Sustainability Policy

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Introduction

At Tadweer, our unwavering commitment to promoting sustainable practices across all areas of our operations is evident. We fully recognize that our actions hold the power to impact the environment, our employees, and the communities we serve, and we are resolute in ensuring that our impact remains positive. To this end, we constantly evaluate and enhance our sustainability practices, actively aligning our efforts with internationally recognized frameworks such as the United Nations Sustainable Development Goals (SDGs), the United Nations Climate Change Paris Agreement, and the International Renewable Energy Agency's Energy Transformation Agenda. Moreover, on a national level, our goals harmonize with the Abu Dhabi Economic Vision 2030 and the UAE's 2030 green agenda. By embracing these essential benchmarks, we strive to contribute significantly to a sustainable future.

Purpose

At Tadweer, we are deeply dedicated to advancing sustainable practices across all aspects of our operations. We acknowledge the significance of sustainable practices in safeguarding the environment, conserving resources, and enhancing the well-being of our employees and the communities we serve. With this in mind, we have crafted this comprehensive sustainability policy to specifically address the key Environmental, Social and Governance (ESG) issues that are of utmost importance to Tadweer. Through this policy, we aim to guide our actions and actively contribute to fostering a sustainable future.

Scope

All direct and indirect employees, third-party contractor, and visitors are responsible for being aware of, and complying with this policy. The scope of our Environmental, Social, and Governance (ESG) policy is defined by its detailed applicability across our organization. This policy extends its coverage to encompass the following:

Tadweer's Departments: The ESG policy applies to all divisions, departments, and sections within our company.

Administration premises: The ESG policy applies to all administration owned or rented buildings, offices, and facilities.

Operational Activities: All operational activities undertaken by Tadweer fall within the ambit of this policy. This includes our business operations such as recycling and treatment facilities, and collection and waste transportation fleet along with auxiliary functions that collectively contribute to our environmental, social, and governance responsibilities.

Supply Chain: Our ESG policy extends to our suppliers, vendors, and partners. We expect them to align with similar ESG values and practices.

Contractors and Service Providers: Any contractors or external service providers engaged by our organization are also expected to adhere to the principles outlined in our ESG policy. This reinforces the commitment to sustainability even in outsourced or collaborative endeavors.

Geographic Presence: The scope of our ESG policy transcends geographic boundaries. Regardless of the location of our operations, our commitment to environmental stewardship, social responsibility, and sound governance practices remains unwavering.

Business Relationships: Any joint ventures, partnerships, or alliances that our organization enters are expected to embrace and uphold the principles enshrined in our ESG policy.

Stakeholders Engagement: The policy influences our engagement with stakeholders, including employees, investors, customers, regulatory bodies, and communities.

Audit: Regular audits will be conducted to assess and ensure compliance with our ESG policy across all applicable areas and stakeholders. These audits will help us track progress, identify areas for improvement, and maintain transparency and accountability in our environmental, social, and governance practices.

By delineating this comprehensive scope, our ESG policy ensures that every facet of our organization and its interactions are governed by principles of sustainability, responsibility, and ethical governance.

Roles and Responsibilities

Integration and communication between the concerned departments plays a vital role in the successful development and implementation of Tadweer sustainable goals. communication between these department is also enhanced by defining roles and responsibilities which will be a strong catalyst for achieving the transformation towards a better and sustainable business. Each department will have a role to play in supporting the three principles of sustainability policy, as the implementation of the policy and will require a collaborative effort. Each department will have a major or contributing role in supporting the three principles, and only through their continued cooperation an the objectives be fully achieved. Each department shall assign a sustainability champion to address and follow up with the topics and responsibilities mentioned below. The ESG unit, situated within the Strategic Growth and Business Development Department, will assume responsibility for monitoring champions' input and overseeing the overall advancement of ESG initiatives within Tadweer.

 **R** RESPONSIBLE

 **A** ACCOUNTABLE

 **C** CONSULTED

 **I** INFORMED

ESG Topic	OP	SGBD	FP	IA	TD	HC	COM	LA	CM
Development of Sustainability policy and monitor and report ESG KPIs	I	A R	I	I	I	I	I	I	I
Environmental pollution, GHG emissions, waste, water, and energy.	A R	A R				A R			I C
Equal Opportunity, Diversity, Training, Turnover rate, Female rate, Nationalization.		I				A R			
Environmental Spills, Fatalities, recordable and lost time injuries, Absenteeism rate, Near miss frequency rate	A R	I							R I C

Development of Policies Contributions to charities, NGOs, and research institutes, contributions to studies or academic research on community interest issues	C	A R					C		
Social programs, including awareness and educational events, Responsible marketing policy, Development of voluntary community involvement initiatives and Corporate Social Responsibility (CSR).	C	I C					A R		
Customer relationship policy, Customer satisfaction rate, customer engagement, NPS score.	A R	I					C		
sustainable relations with suppliers, integration of ESG issues in the supply chain,		I	A R		I	A R			
Privacy and data security.		I			A R				
reviews of ESG issues undertaken at the Board level		A R							
Prevention of Corruption, Prevention of Anti-competitive practices, Prevention of Human Rights Violation, Board of Directors		I					A R		
Audit and internal control, integration of sustainability in audit practices		I		A R					

OP: Operations department that includes Collection operations, Recycling, O&M, Engineering, and Customer Care, SGBD: Strategy, growth and business development, this includes strategy, ESG, PMO, Business development, R&D, and regulatory affairs, FP: Finance and Procurement, this includes accounting, tax, treasury, investor relations, budgeting and procurement, IA: Internal Audit Department, TD: Technology and Digital that includes digital operations and cybersecurity, HC: Human Capital that includes human HC operations, organizational development, compensations, talent performance, and General Services Department COM: Communication and Marketing that includes internal and external communication, marketing and CSR, LA: Legal affairs that includes governance, compliance and legal services, CM: Crisis management that includes HSE, business continuity and risk management.

Environmental Sustainability

Contaminated land and prevention of pollution: Following the UAE Federal law no. 24 of 1999 on the Protection and Development of the Environment, we implement measures to prevent and manage pollution, ensuring the land remains safe and protected. These measures are part of our project planning for upcoming initiatives that align with the vision of diverting 80% of non-hazardous waste away from landfills by 2031 and treating 99% of hazardous waste generated by 2031. Tadweer published environmental policy focuses on establishing a centralized waste management mechanism in Abu Dhabi, complying with environmental laws, implementing an Environmental Management System, setting measurable environmental objectives, reducing waste, and ensuring continuity of waste management operations while emphasizing stakeholder awareness. Within the environmental scope, Tadweer is also committed to have all its facilities and offices ISO 14001 accredited.

Greenhouse gas emissions: We acknowledge the importance of addressing greenhouse gas emissions and are aware of efforts to measure, monitor, and reduce greenhouse gases emissions in our business activities. We are also committed to aligning with the national UAE target to reduce methane emissions in UAE landfills by 30% by 2031 and recognize the importance of sustainable tools for achieving this goal.

Waste management: Responsible waste management practices are at the core of our approach. This entails waste reduction, reuse, recycling, recovery, treatment, and proper disposal, allowing us to

minimize environmental impact and promote resource conservation. In addition to its existing operational facilities for recycling and waste treatment and the effective waste data tools implemented (Bolisaty), Tadweer is actively planning to execute strategic initiatives that will significantly reduce the landfill waste diversion rate, including the forthcoming Waste to Energy (WTE) project.

Waste as Material and Economic Value: We view waste as a valuable resource and actively promote its reuse and recycling to unlock economic potential. This commitment is reflected in our current practices, which involve transforming waste into valuable products like recycled aggregate (RCA) from construction and demolition waste, compost from agricultural waste, and rubber products from discarded tires. At Tadweer, we are unwavering in our dedication to redefining waste as a valuable source rather than a disposable material, with a strong emphasis on recognizing its economic value. Through the implementation of best practices in the circular economy, we strive to convert waste into valuable products, ensuring a sustainable and economically sound approach.

Commitment to Circular Economy and Innovation: We actively pursue the circular economy through innovative research and development, minimizing waste and maximizing resource efficiency.

Water Management: We will continuously monitor the consumption of water inflows and usage in our offices and controlled landfills.

Hazardous substances: Handling hazardous waste with utmost care is of paramount importance to us. We follow Federal Law No. 12 of 2018 of The Integrated Waste Management and the Waste Classification policy published by Environment Agency Abu Dhabi EAD, we prioritize safe management, appropriate treatment, and effective measures to minimize potential risks associated with hazardous substances.

Energy: In our pursuit of sustainability, we prioritize energy conservation by converting waste to energy and replacing conventional sources with sustainable alternatives. Through energy-efficient practices, we optimize consumption and promote resource utilization.

Social Sustainability

Health and safety: We prioritize the health and safety of our community, employees, contractors, and users through robust safety protocols and training. Tadweer is committed to comply with International Standard: ISO 45001-2018, National Standard: NCEMA 6000-2016, and Regulatory Standard: OSHAD System Framework.

Customer satisfaction: We are committed to providing exceptional waste management services that meet and exceed customer expectations. Through the launched initiative titled "(Aamer ... We Falak Tayyeb)," Tadweer has established various communication channels to facilitate customer feedback, inquiries, complaints, and meeting requests. Our commitment lies in maintaining a clear vision, ensuring ease of communication, swift responsiveness, objectivity, transparency, stringent confidentiality, prioritizing customer needs, and continually striving for improvement. Recognizing the vital role customers play in Tadweer's operations, we have introduced a dedicated Customer Care Unit within our organizational structure to oversee and address all customer-related matters.

Promote In-Country Value (ICV): We support and promote ICV initiatives that contribute to the local economy by encouraging local procurement, investing in local talent development, and fostering partnerships with local businesses.

Access to Training & Development: We provide equitable access to training and development programs for all employees. Our aim is to nurture talent, enhance skills, and support professional growth, ensuring that opportunities for advancement are accessible to everyone within our organization.

Governance Sustainability

Bribery and corruption: We have zero tolerance for bribery and corruption, implementing strict anti-corruption measures to ensure ethical conduct. Tadweer is committed to the highest ethical standards as evidenced by its Code of Business Conduct Policy.

Conflict of interest: We actively manage conflicts of interest to maintain transparency and integrity in our operations.

Cybersecurity and data protection: We prioritize cybersecurity measures and safeguard data to protect against breaches and ensure privacy.

Fraud: We have stringent measures in place to prevent fraud and promote an environment of honesty and accountability.

Whistleblower protection: We encourage reporting of any wrongdoing and provide protection to whistleblowers to maintain a culture of transparency and trust.

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