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Sustainability Report 2018 Emicool LLC



A Subsidiary of Dubai Investments



November
2019



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Message from the CEO

During the year 2018, we witnessed progress in the integration of business and sustainability. The implementation of sustainability principles is one of the major priorities in building our business.

District cooling is more environmentally friendly, green and sustainable compared to other Air Conditioning Solutions. This however is not enough. Our vision is to expand our business to become a world-class provider of energy-efficient district cooling, delivering district cooling services reliably, efficiently and in an environmentally friendly manner, exceeding customer expectations and contributing to the economic success of our partners and stakeholders.

“Growing Sustainably” is our new sustainability strategy which is being implemented gradually with a focus on the main aspects of our business. Empowering, supporting and motivating our employees, always operating in accordance with the highest standards of safety and environmental protection are key aspects along with applying innovative approaches using new technologies to identify the best sustainable alternatives and solutions. We use effective partnerships for enhancing and improving processes and services within the company as well.

Sustainable use of resources is another core sustainability principle which we follow. Emicool has initiated a Quality, Health, Safety and Environment monitoring framework (QHSE) based on ISO 9001, ISO 14001 & OHSAS 18001 management, which ensures efficient management and procurement of sustainable resources.

Emicool was the first district cooling company in the GCC region with the ISO 26000:2010 Guidance on Social Responsibility and ISO 50001:2011, which made Emicool the first district cooling company in the UAE with the Energy Management System certification.



During the certification one of the sustainability initiatives was to replace the entire fleet of passenger cars with an all-electric fleet, which has resulted positively in a reduction of CO₂ emissions by approximately 400 tonnes per annum. Emicool has recently partnered with TOTAL France to build a Solar Farm of 1MW capacity at Plant 1. Phase 1 has been completed successfully.

Our goals for the coming 3 to 5 years are to continuously improve customer satisfaction, implement cost effective solutions, reduce waste and energy consumption, raise awareness and educate consumers on the efficient use of cooling services.

We are honored to be a part of the Global Reporting Initiative (GRI) Standards. This initiative will help us in implementing sustainability principles, will demonstrate world class level of reliability, and strengthen our engagement with internal and external stakeholders.

Dr. Adib Moubadder
Chief Executive Officer

Sustainability Report 2018

The aim of the present Sustainability Report is to inform all the stakeholders of Emicool's sustainability performance in a complete and comprehensive manner.

This Sustainability Report is the first attempt of the company to represent the strategy and the annual actions of the company in the selected four pillars of Corporate Social Responsibility for the period January 1, 2018 to December 31, 2018.

The Report includes our commitments to the principles and the strategy of Emicool towards Corporate Social Responsibility.

This is the first sustainability report of the company, for which we have used the new GRI STANDARDS. The GRI principles have been used as a reference in order to define the report content and its quality.

The responsible Chief for Sustainability Report for 2018 is
DCEO Mr. Raed Al Ahmed
Office Address: Emirates District Cooling (Emicool) LLC
Dubai Investment Park 1 (Before Maisan Hotel), Jebel Ali
PO Box 9152, Dubai, UAE



About the Company

History

Emirates District Cooling (Emicool) LLC is a leading district cooling service provider in the UAE. Emicool was established in 2003 in Dubai, UAE and is wholly owned by Dubai Investments PJSC. The company is rapidly emerging as a strategic player among top-tier district cooling service providers in the region. Emicool aims to ensure that it continuously exceeds customer expectations by providing district cooling services through its competent work force which delivers world-class levels of reliability, efficiency, safety and environmental sustainability.

Emicool has operations in key geographic regions in the city of Dubai, including:

- > DUBAI INVESTMENT PARK
- > DUBAI MOTOR CITY
- > DUBAI SPORTS CITY
- > UPTOWN MIRDIF
- > MIRDIF HILLS
- > DAMAC HILLS
- > PALAZZO VERSACE & D1 TOWER
- > DUBAI WORLD TRADE CENTRE (DWTC) EXPO 2020
- > MERAAS JUMEIRAH BAY
- > NAKHEEL DEIRA NIGHT SOUQ
- > AL TAIF MALL, FUJAIRAH
- > EXPO LINE 2020 (RTA STATIONS)



Using innovative processes and technologies, Emicool provides a robust, efficient and a cost-effective alternative to conventional cooling systems.

Being a strategic utility provider, the company has a proven track record in cooling services with thousands of satisfied customers. Emicool has seven strategically located operational plants with contractual declared load of 300,000 TR with capacity in the excess of 355,000 TR including reticulation pipe network and Energy Transfer Stations.

An array of top tier engineers supported by highly trained maintenance personnel help to provide the technical competence, while a dedicated, project-specific customer service team deliver efficient customer service. The company is keen to expand its operations throughout the region with emphasis on institutions, malls, commercial complexes and residential communities.

Ownership and Legal Structure

The ownership structure of Emirates District Cooling LLC is as follows:

- Dubai Investments PJSC – 99%
- Dubai Investments Industries LLC – 1%

Sr.No.	Nationality	Name of License Partners
99%	61381	United Arab Emirates Dubai Investments P.J.S.C
1%	205311	United Arab Emirates Dubai Investments Industries LLC





OUR SERVICES

Emicool offers a wide array of specialized best in class air cooling services and solutions including:

- District Cooling Services
- Building Mechanical Engineering Services
- Air Condition trading
- Facilities Management Services
- Electromechanical Equipment Installation and Maintenance
- Air conditioning, Ventilations & Air Filtration systems
- Installation and Maintenance
- Billing and Collection by Smart Meters (Aquacool)



OUR VISION & MISSION

Our Vision: To be recognized as a world class provider of reliable and efficient district cooling.

Our Mission: To continuously exceed customer expectations in delivering district cooling services. Our motivated and competent workforce shall deliver such services reliably, safely and efficiently. We will utilize resources responsibly while caring for the environment.



OUR GOALS

- To be the preferred provider of reliable, efficient and environmentally friendly district cooling services.
- To utilize our knowledge base as well as professional capabilities in delivering superior district cooling services to the communities we operate in.
- To fulfil our responsibility in reducing the millions of tons of greenhouse gas emissions that harm the environment.
- To ensure the continuous economic prosperity of our partners and stakeholders.



OUR VALUES

This Sustainability Report will illustrate Emicool's approach towards maintaining a high level of Ethics and Integrity, through the integration of our core business values which are as follows:

- Integrity
- Customer Focus
- Accountability
- Fairness
- Innovation
- Professional Service
- Environmental Protection

The Emicool business values support promoting a fair and professional environment for employees. They are enabled to understand their rights through the agreed and communicated Employee Hand Book which is extracted from the company Human Resources Policy. The Management doesn't tolerate any sort of discrimination or inequality of gender in its multicultural work place which consists of around 27 nationalities.

OUR STRATEGY: Growing Sustainably

Sustainability is in our DNA. The work we do - district cooling - is naturally more efficient and sustainable than other Cooling Solutions. It however is not enough. We want to grow our business, to become a world-class provider of energy efficient district cooling services and ensure long-term success. Therefore we need to go beyond 'what we do' to 'how we do it'.

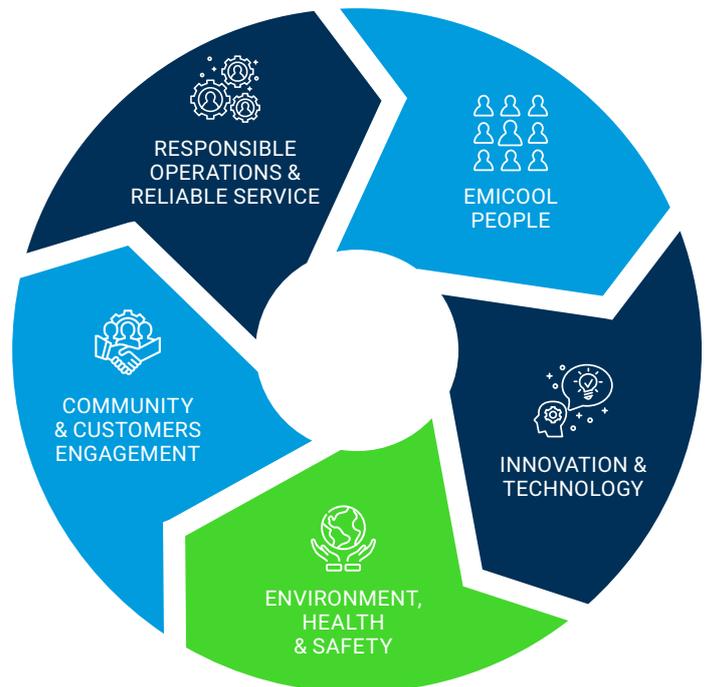


Our new sustainability strategy: 'Growing Sustainably' encompasses all our sustainable activity under one operational umbrella. So it's easier to see the impact, easier to plan effective future action, and easier to get people involved. The Emicool strategy is simple but effective.

We have five focus areas that address the key aspects of our business:

- > **Emicool people (manpower):**
we take care of our people, empowering them to grow and be motivated at work.
- > **Environment, Health & Safety (EHS):**
we always operate with the highest standards of safety and environmental protection.
- > **Innovation & Technology:**
we think outside the box to improve efficiency, reduce costs, and find sustainable alternatives such as renewable water and energy.
- > **Customers & Community engagement:**
we educate and empower our customers and communities to use cooling more efficiently.
- > **Responsible Operations & Reliable Service:**
we provide a quality, reliable service and optimize operations to ensure a sustainable supply.

Ultimately, our strategy 'Growing Sustainably' will be delivered by everyone in our business. Our C-suite Executives are committed and will lead by example; our employees are the engine driving our business and our most important ambassadors. To make our strategy successful however it will take collaboration with our suppliers and customers. We will demonstrate to both groups that we are a responsible business that they can depend on. In return, we will get a sustainable supply of resources and a sustainable consumption of cooling services. It's a virtuous cycle –one that depends on everyone for success. Emicool's sustainability program supports the United Nations' 2030 Agenda - contributing to 8 of the 17 Sustainable Development Goals (SDGs), and reinforces the UAE's National Agenda 2021 "Sustainable Environment and Infrastructure" pillar.



PARTICIPATION IN ASSOCIATIONS & ORGANIZATIONS

During 2018, Emicool participated in a number of Industry Organizations and Associations including the following:

- > The Executive Council of Dubai
- > The Dubai Supreme Council of Energy
- > Regulation & Supervision Bureau (RSB)
- > Dubai Electricity and Water Authority (DEWA)
- > Dubai Municipality
- > Department of Economic Development
- > Dubai Chamber of Commerce
- > Dubai Civil Defense
- > Roads and Transport Authority
- > Dubai Customs
- > Dubai Statistics Center
- > Dubai Police
- > Islamic Affairs and Charitable Activities



OTHER INITIATIVES

Furthermore, during 2018 Emicool took part in a number of key initiatives which supported its sustainability efforts, these are listed below:

- > Carbon Print Disclosure Report
- > UN Sustainable Development Goals
- > IDEA reporting District Cooling Growth
- > Membership with IDEA
- > Membership with ASHRAE
- > Participation in Earth Hour

Membership of Associations

Emicool is a member of the following Associations:

International District Energy Association

International Standard Organization



AWARDS

During 2018 Emicool was recognized by International District Energy Association (IDEA) through a number of Industry Awards. Yearly IDEA awards its member systems considering the number of buildings, gross square foot area and thermal energy services provided (heating, cooling, domestic hot water, laundry, ice-making, pool warming, etc.) that have been committed or recommitted to district energy service during the year. The overall information about energy system is considered too, including Type of District Energy system(s), Ownership Structure, Site Overview and Total Building Area Served, System Capacity, and Annual Production.

During 2018 the following Awards were received:

Bronze Award, Total Building Area Committed Beyond North America, 2018

Bronze Award, Number of Buildings Committed Beyond North America, 2018

Financial Information

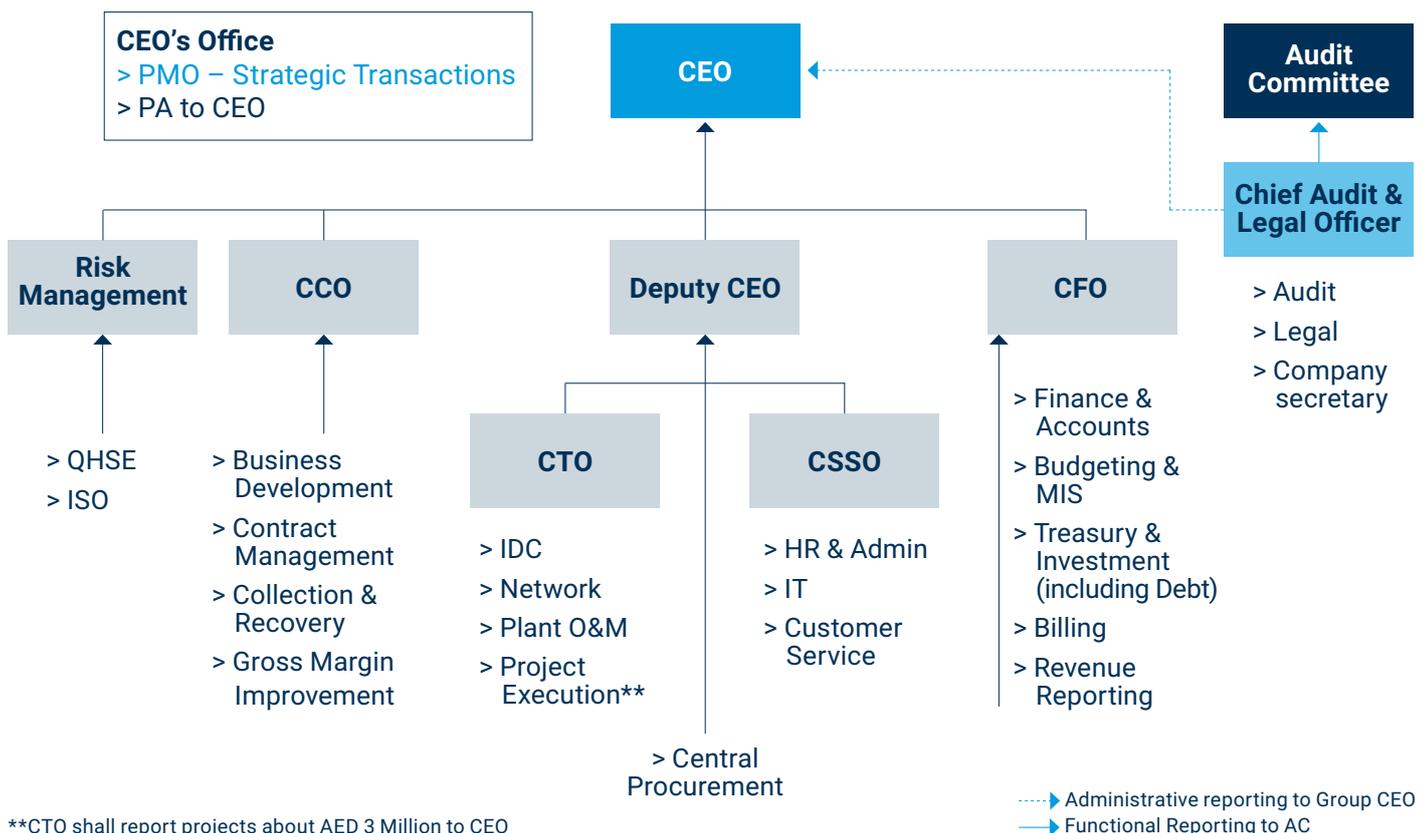
The key financial results of Emicool LLC for the year 2018 are presented in the tables below.

Revenues (AED)	Operating Costs (AED)	Total Capitalization (AED)
482,330,816	334,096,505	195,921,782

CORPORATE GOVERNANCE

Governance Structure

Executive Management Organization Structure - Effective as on 1st June 2019



MANAGEMENT COMMITTEE

The Board of Directors are the governing bodies in Emicool and are accountable to the members for managing business affairs. Their role and commitment is strategic.

The Operational management of Emicool is the responsibility of the Executive Director, who works along with the Board to develop the Emicool business strategy.

The Management Committee has been assigned with the rights to:

- > Appoint senior management of the company, who are responsible for conducting business and operations effectively;
- > Provide oversight of management and offer strategic directions to the company;
- > Manages resources and teams to assist in fulfilling its business obligations;
- > Monitor energy efficiency of plants;
- > Ensure long term business sustainability and corporate social responsibility. These initiatives are being cascaded down to all employees and stakeholders.

POLICIES

Emicool's CSR objectives provide a framework for each division and their businesses to establish targets that reflect broad goals along with overall CSR objectives (inclusive of the quality, health & safety and the environment) that mirrors the organizations commitment towards CSR.

The objectives are reviewed on an annual basis, and where appropriate revised thereby allowing us to achieve set goals and continually improve on the targets set forth.

Emicool has an Integrated Management System Policy that includes policies regarding quality, environment, health & safety and energy that are described in this report.

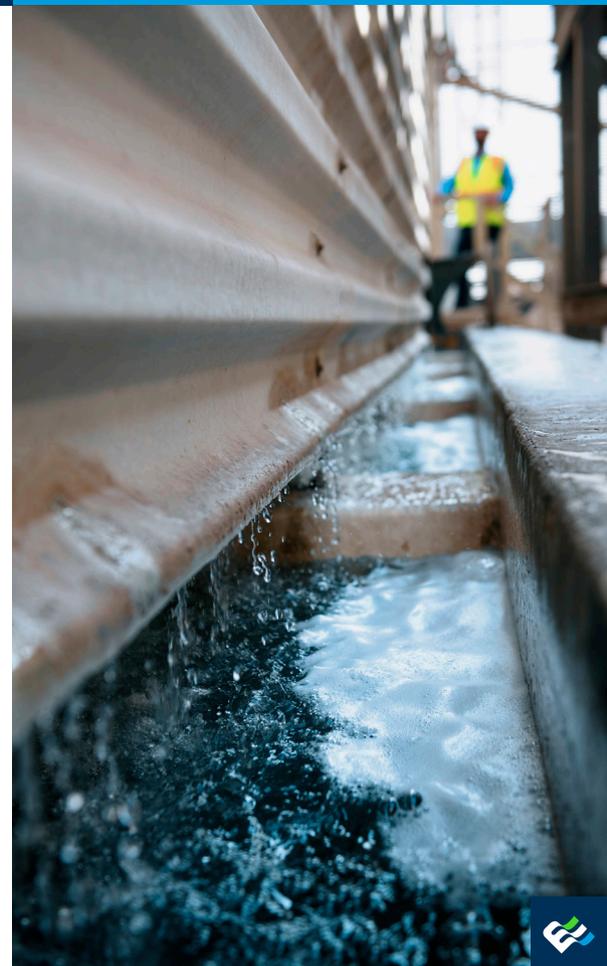
CORPORATE SOCIAL RESPONSIBILITY (CSR) REPRESENTATIVES

Emicool incorporates and has introduced focused CSR Representatives responsible for mapping out CSR strategies and measuring key performances indicators (KPIs).

The CSR Representation cuts across all corporate and operational units throughout the organization. It initiates, drives and monitors various aspects of CSR best practices by ensuring that they are integrated into the business operations and complement corporate and social objectives, along with catering towards serving the society as a whole.

The CSR representatives come under the direct supervision of the Deputy CEO, demonstrating commitment and involvement from the top management. Above the representatives, at the Board level, is a management representative accountable for an advisory role for the Emicool CSR strategy and objectives.

The annual Sustainability report will serve as an indicator of performance for the previous year and the goals for the upcoming year.



CSR POLICY

Emicool's CSR Policies are governed by a number of principles, the most important of which are:

- > Conducting business in a socially responsible and ethical manner
- > Protecting the environment and the safety of people
- > Supporting human rights
- > Engaging, learning from, respecting and supporting the communities and cultures with which we work
- > Personnel Policies and Conditions of Employment (Recruitment, Employees Relations, Operations etc.)
- > Compensation & Benefits (Payroll, Employee Benefits etc.)
- > Performance Management Systems
- > Training and Development
- > Safety and Health
- > Code of Discipline
- > Security

LAW COMPLIANCE

Emicool complies with legal requirements in all jurisdictions in which the organizations operates. The organization does respect international norms of behavior, thereby assuring fair and ethical code of conduct is followed.

Emicool ensures that its relationships with all the stakeholders and activities comply with the intended and applicable legal and commercial framework of the country. The legal compliance procedure ensures that the organization is updated with all legal obligations, thereby conducting periodic review of the compliance with applicable laws and regulations.

RESPECT FOR INTELLECTUAL PROPERTY

Emicool respects the intellectual property of other companies alongside making appropriate use of its own intellectual property. By strategic uses of the intellectual property we aim to increase our corporate values and to strengthen the company's competitiveness in the market.

Emicool's commitment towards the safeguarding of intellectual property can be gaged from the Service level Agreements (SLAs) and third party agreements it has signed with its suppliers; along with the confidentiality statements.

Emicool has successfully registered Aquacool Smart Billing (ASB) in the UAE and the USA to protect the know-how of electronic billing. The USA certificate registration number is TX 8-224-741 (8th October 2015).



ETHICAL AND ANTI-BRIBE CODE OF CONDUCT

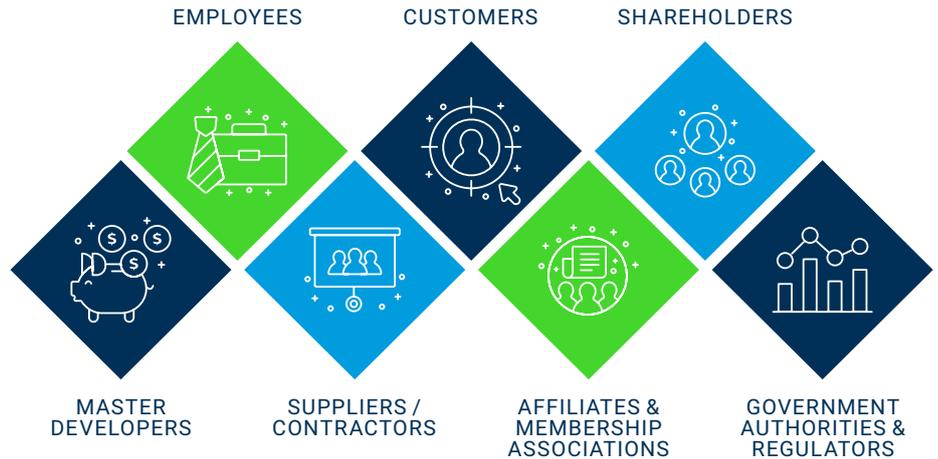
Emicool practices fair and transparent ethics management and does not encourage lobbying.

The organization's code of conduct is centered on the code of ethics including ethical attitude of employees, the responsibility towards the employees, business partners, customers, shareholders and the community.

Based on the code of ethics, Emicool has implemented guidelines for ethics and compliance as well as following fair trade practices, which is clearly reflected in the HR policy, operations policy and employee handbook. The code of conduct also stipulates the obligation and responsibilities for ethics and compliance, in accordance with the applicable laws.

STAKEHOLDERS

At Emicool, we recognize the importance of all stakeholder groups whether these are internal stakeholders such as employees or external stakeholders such as suppliers and customers. The Primary stakeholders we have identified are shown below:



OUR STAKEHOLDERS	WHAT STAKEHOLDERS EXPECT FROM US	COMMUNICATION CHANNELS & FREQUENCY OF ENGAGEMENT
EMPLOYEES	Expect ethical business practices, business performance, sustainable innovation, workplace health and safety, human capital development, diversity and inclusion	<ul style="list-style-type: none"> • Emails • Monthly
CUSTOMERS	Expect product quality, safety and reliability, sales and distributions, supply and demand for products, ethical business practices, data protection and privacy, issues related to products, pricing, manufacturing processes	<ul style="list-style-type: none"> • Emicool corporate website
SHAREHOLDERS	Expect the organization to manage its risks and opportunities that can affect an investment; Expect the organization to follow procedures and requirements	<ul style="list-style-type: none"> • During Board Meeting • Quarterly
MASTER DEVELOPERS	Expect ethical business practices, quality product and service, reliability, sustainable solutions	<ul style="list-style-type: none"> • Meetings • When required
SUPPLIERS/ CONTRACTORS	Expect to work in a safe and healthy environment; Expect unbiased meeting of supply and demand, ethical business practices	<ul style="list-style-type: none"> • Pre-qualification process • During registration
AFFILIATES & MEMBERSHIP ASSOCIATIONS	Expect socially acceptable performance, honesty and integrity; Expect a safe and healthy environment	<ul style="list-style-type: none"> • Email • Yearly
GOVERNMENT AUTHORITIES & REGULATORS	Expect demonstration of legal compliance	<ul style="list-style-type: none"> • When required



Determining the Topics of our Sustainability Report

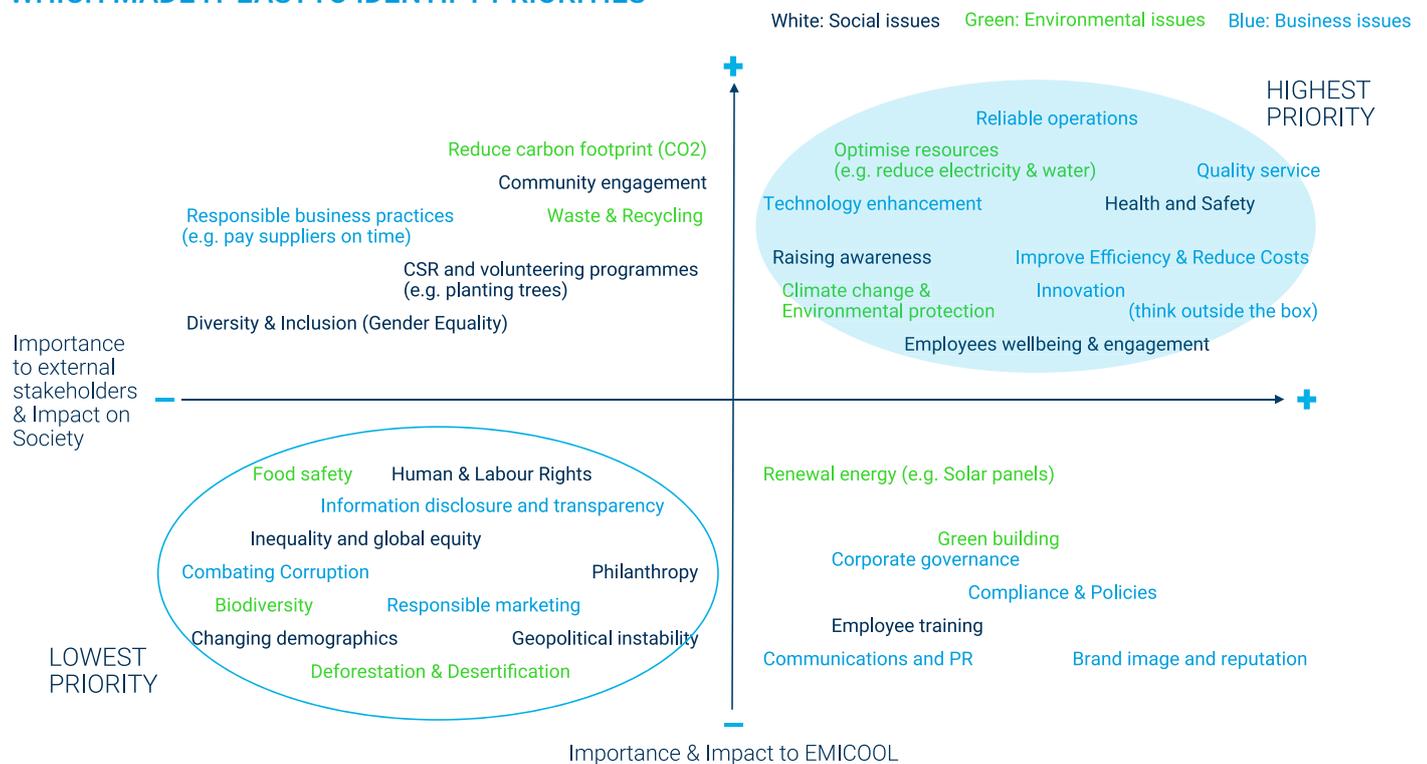
In order to determine the material issues that are directly related to our operations and activities, we used a three-channel approach as described below:

- Firstly, through our daily and frequent engagement with our key stakeholder groups, we were able to derive those issues that directly influence their relationship with Emicool, as well as those issues that are of high concern to them.

- Secondly, we considered the impact we have as a company to each issue, through our operations and performance.

- Thirdly, we performed a benchmarking of sustainability reports of our sector in order to verify that all issues considered of high importance by the sector are included in the report.

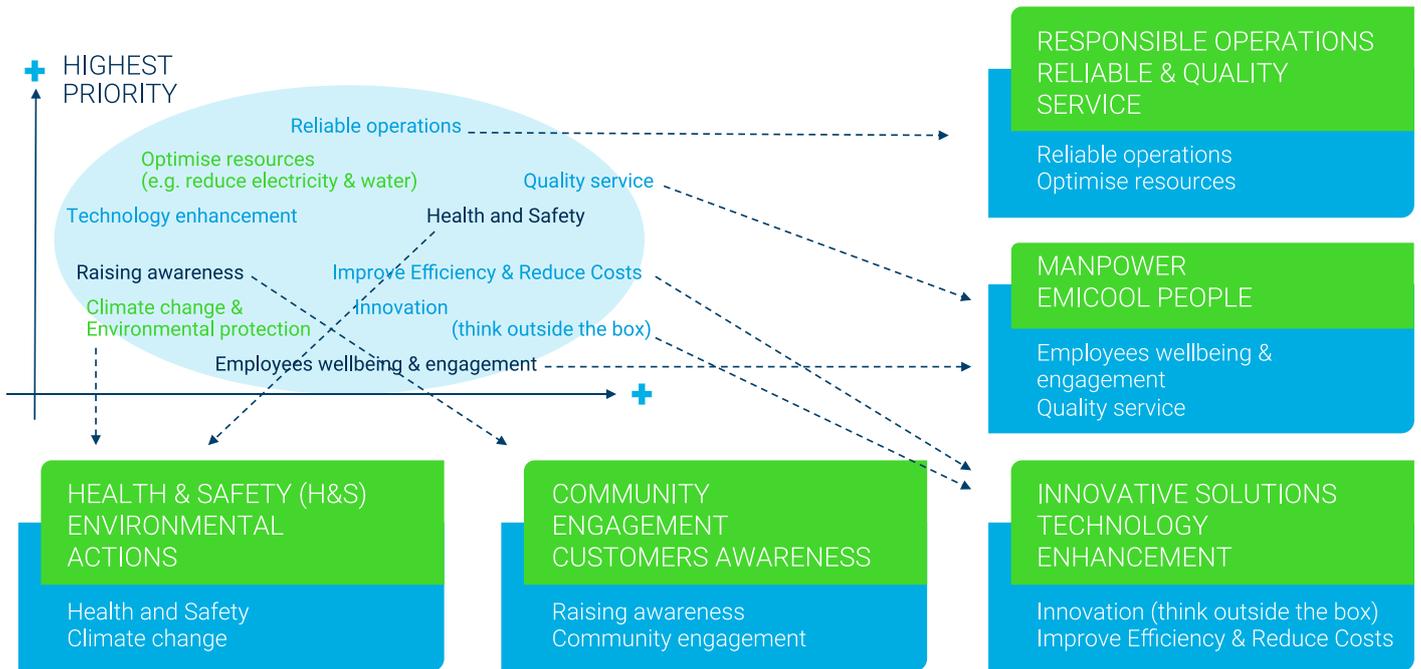
WHICH MADE IT EASY TO IDENTIFY PRIORITIES



As a result, we were able to determine the topics that are of high importance to Emicool, and thus were included in this report grouped into five key Material Issue Themes:

- RESPONSIBLE OPERATIONS/ RELIABLE AND QUALITY SERVICE
- MANPOWER/ EMICOOOL PEOPLE
- INNOVATIVE SOLUTIONS/ TECHNOLOGY ENHANCEMENT
- COMMUNITY ENGAGEMENT/ CUSTOMERS AWARENESS
- HEALTH AND SAFETY/ ENVIRONMENTAL ACTIONS

FROM THERE, WE DEFINED FIVE THEMES



The boundaries and limitations of our reporting for each stakeholder group are set out in the table below.

MATERIAL ISSUES THEMES	INTERNAL BOUNDARIES	EXTERNAL BOUNDARIES	LIMITATIONS
RESPONSIBLE OPERATIONS/ RELIABLE AND QUALITY SERVICE	Emicool Employees Shareholders	Customers Suppliers/ Contractors Government Authorities & Regulators	The report covers all the activities of Emicool LLC
MANPOWER/ EMICOOL PEOPLE	Emicool Employees Shareholders	Government Authorities & Regulators	
INNOVATIVE SOLUTIONS/ TECHNOLOGY ENHANCEMENT	Emicool	Customers Suppliers/ Contractors Affiliates & Membership Associations	
COMMUNITY ENGAGEMENT/ CUSTOMERS AWARENESS	Emicool Shareholders	Customers Government Authorities & Regulators	
HEALTH AND SAFETY/ ENVIRONMENTAL ACTIONS	Emicool Employees Shareholders	Suppliers/ Contractors Government Authorities & Regulators	



Our Employees

The company aims to support a friendly and pleasant working environment. Our employees are our power. Our goal is to offer them a safe and familiar working experience, competitive rewards, as well as be supportive and recognize their potential. In 2018, there were 272 employees at Emicool.



TOTAL NUMBER OF EMPLOYEES	
2018	272
TOTAL NUMBER & PERCENTAGE OF UAE NATIONALITY EMPLOYEES	
2018	4 (1.47%)

PERMANENT EMPLOYEES	
Male 2018	239
Female 2018	33
TEMPORARY EMPLOYEES	
Male 2018	0
Female 2018	2
FULL TIME EMPLOYEES	
Male 2018	239
Female 2018	33
PART TIME EMPLOYEES	
Male 2018	0
Female 2018	0

TOTAL NUMBER OF HIRES 2018	56
Male	48
Female	8

Benefits provided to full-time employees

Our full-time employees are provided with a wide variety of attractive and competitive benefits:

- > Health Insurance
- > Life Insurance
- > Paid Annual Leave
- > Annual Airfare Tickets
- > Over time pay
- > End of Service Benefits
- > Performance Bonus/Merit Increase
- > Declared Load benefits
- > Club Membership Allowance
- > Child Education Allowance
- > Business Travelling Allowance
- > Training for Staff

EMPLOYEE HEALTH & SAFETY

Employees of Emicool play an important role in ensuring the upmost safety in our operations. We use training programs to ensure that operators are capable of operating equipment safely. For this purpose, Emicool employs highly trained professionals.

There are a number of elements involved in our safety policy processes including:

- > Providing and maintaining safe premises and healthy working environment
- > Ensuring effective assessment of risks and apply measures to control them
- > Compliance to regulatory requirements and applicable international standards and codes of practice
- > Identify potential hazards and ensure actions are taken to control the associated risks
- > Providing information, instruction, training and supervision to ensure that all employees are able to perform their work safely, which will be reviewed periodically or when there are any significant changes that may affect health & safety matters
- > Promoting safety and health protection in our design and supervision processes

EMICOOL IS COMMITTED TO PROVIDING A SAFE WORKING ENVIRONMENT.

LOST TIME ACCIDENT (LTA)

2018	0.1
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NUMBER OF ACCIDENTS

2018	3
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Product & Operational Responsibility



IMPACTS ASSESSMENT AND MITIGATION MEASURES

1. Air quality impacts

No sources of major air emissions are anticipated during the operation of Emicool District Cooling Plants. DCPs help the environment by increasing energy efficiency and reducing air pollution emission. Anticipate for some leaking accident of refrigerant, which rarely happens in any DCP, however this incident is monitored by a refrigerant leak detector, connected to a PLC, which automatically shuts down the refrigerant close loop circuit for immediate recovery of any leaked refrigerant and the necessary corrective measures. In addition, Emicool has a contractor for all its DCPs to provide immediate services for any refrigerant leak events, if happens.

Considering the above, the impact effect due to fugitive emissions is expected to be negligible and not significant.

2. Noise

Noise during operational phase is caused by operation of cooling towers and other equipment, such as pumps. However, all pumps are located within respective rooms inside the lower basement of the building. The cooling towers are located at roof top with louvered walls (double walled roof top) to minimize any noise and avoid any misting that will cause nuisance to the surrounding area. Any noise will be confined only within the bounds of room.

In addition, the installation of sound

attenuated cooling tower along with confined equipment within the building further reduces the noise level and considered insignificant.

The control room of the operators is inside a closed PLC room, with no noise perceived from pump room and cooling tower. During routine inspection by the operators of the pump room and cooling towers, the operators are always equipped with ear muffs and necessary personal protective equipment (PPE).

Considering the above, the impact effect from noise is expected to be negligible and insignificant.

3. Waste generation

The wastes generated during the operational of the DCP, both domestic and non-hazardous solid wastes are collected by a licensed waste collector. The hazardous waste oil from yearly maintenance of the facility is being collected and disposed by the maintenance contractor. Skips are provided on site to store any solid waste from the operation. The blow down waste water from cooling tower and domestic sewage (i.e. waste water from toilet and pantry) is discharged into an existing sewerage system leading to DIP/Metito Sewage Treatment Plant (STP). Impacts are assessed as not a major problem, given that all current system in the collection and disposal of solid waste and wastewater are put in place. Therefore, the overall impact from waste during the operation phase is considered negligible and not significant.

QUALITY POLICY

- > Understand and meet the requirements of our shareholders, employees, consultants, contractors and clients
- > Continually improve our processes and services
- > Comply with regulatory requirements and applicable quality of international standards
- > Ensure improvement in competencies of the employees and provide opportunities for growth
- > Ensure that the contractors and consultants of Emicool are aware of and comply with Emicool Policy
- > Actively seek new and creative ways of enhancing and increasing our levels of customer service with professional attitude and strong commitment to addressing customer needs

4. Socio-economic impacts

There are no significant negative impacts expected on the society or socio-economic sector, since there are no archaeological and unique geological features that will be affected by the establishment of the project.

The environmental components that would likely be affected by the project are listed in Table.

Table -
Project's Key Sensitive Environmental Components

COMPONENT	DESCRIPTION OF LIKELY SENSITIVITIES
Air emissions and noise nuisance	The operation would not cause any air emission that would affect directly or indirectly the workers or cause any noise nuisance to the immediate surroundings.
Liquid Effluent	All buildings floorings and ground surfaces are of hardstand, which means rare possibility of contaminating soil or groundwater from any leakages of sewage, blow down water, and or chemicals from the operation of DCP
Ecology and nature conservation	No significant terrestrial habitats are likely to be affected as the facility is already constructed within a developed zone in DIP
Traffic	Traffic on nearby roads, which are mainly used by DIP industrial zone vehicles, is observed to be moderate with small volume of vehicles. No significant increase in traffic movement that would result from the DCP operation.

DUE DILIGENCE

Emicool's due diligence process ensures that we have a consistent and reasonable approach to screening all stakeholders relationships. There are multiple methods in which Emicool conducts its due diligence activities.

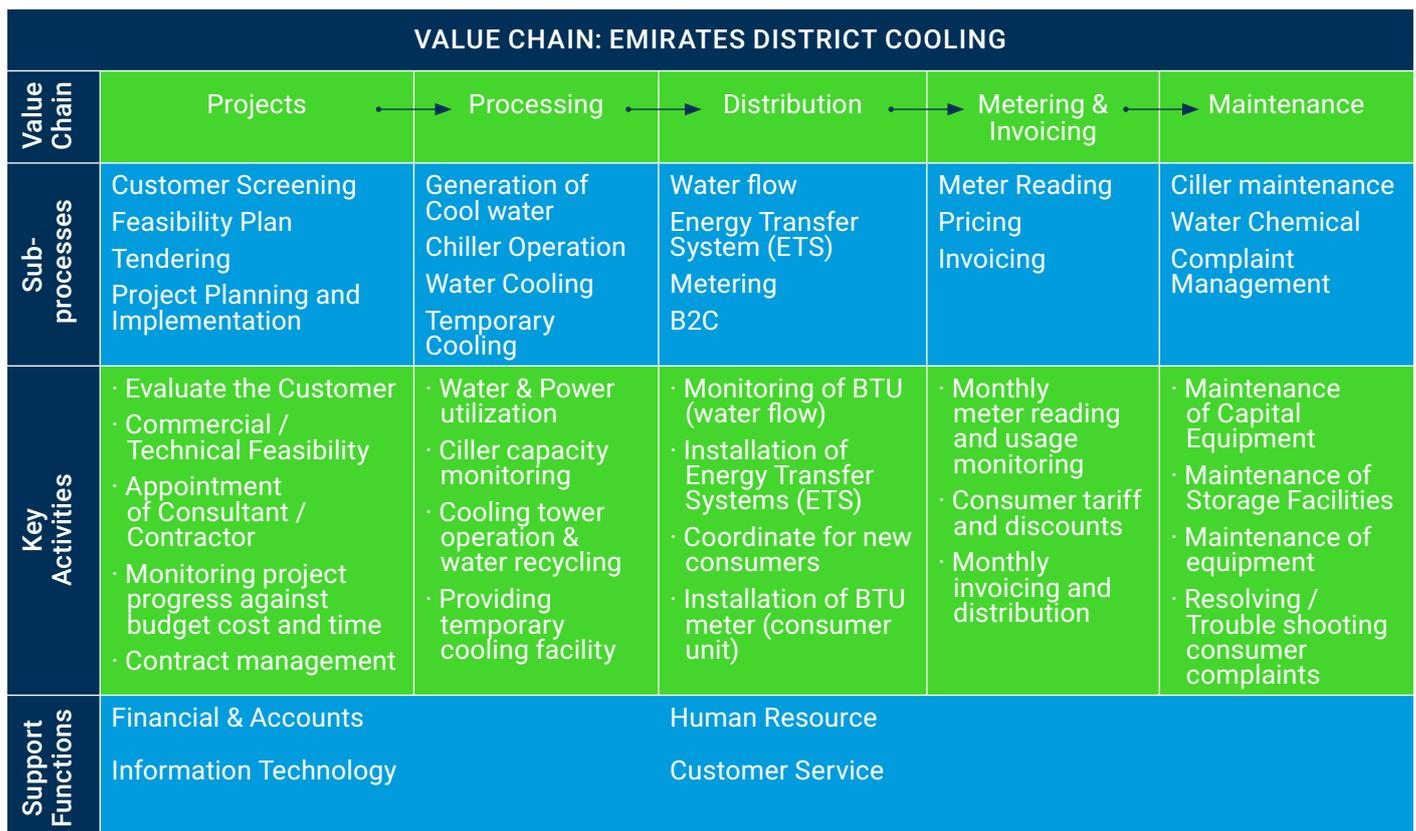
Timely management review meetings are conducted in the organization which apart from the CSR issues also address other input such as modifications and recommended improvements to the organization's policies and procedures, customer feedback, employee feedback, results of the management systems, internal and external audits and the annual financial audits.

The vendor due diligence activities commencing from the creation of a new supplier contact until the evaluation and re-evaluation of the supplier is clearly stated in the purchasing procedure.

Furthermore, for effective monitoring of the above activities we have a team of certified internal auditors who practice the due diligence annually ensuring the procedural compliance with the SOP's.

SUPPLY CHAIN

The Emicool Supply Value Chain is illustrated below





Environment

Our Environmental Policy is based on the following guidelines:

- > To take every effort to prevent pollution by reducing emissions, preventing spillage, minimizing wastage and re-use and recycling wherever possible.
- > When appropriate, to take corrective action where past practices have harmed the environment and to minimize risk to the environment.
- > Comply with regulatory requirements and applicable international standards and code of practice.
- > Ensure continuous improvement in our processes to prevent pollution of air, land and water as well as to prevent personal injury and damage to property.

ENVIRONMENTAL INITIATIVES

Sustainable use of resources

Emicool has strengthened its Quality, Health & Safety and Environmental structure following the guidelines set out by the internal ISO 9001, ISO 14001, ISO 50001 & OHSAS 18001 management. Emicool's corporate QHSE system enables agile and efficient management of resources and has introduced a monitoring framework based on ISO 9001, ISO 14001, ISO 50001 & OHSAS 18001 management systems

The objective of sustainable sourcing in the framework of the supply chain ensures the procurement of sustainable resources from suppliers along with ensuring effective communication of appropriate usage instructions to the customers.

Emicool ensures environmental awareness amongst all its personnel thereby adhering to the environmental policy to prevent pollution and adhere by the law.

Emicool also has incorporated a procedure to identify the various environmental aspects and their impacts, playing a prominent role in serving the environment and community. The QHSE objectives are aligned in a manner to achieve environmental goals. Yearly regular inspections are conducted by the authorities at Emicool Plants to ensure compliance with the local environmental and social laws. In addition to that, audit process takes place, which is performed by third party in order for Emicool to comply with ISO 14001 Environment Management, ISO 50001 Energy Management System and OSHAS 18001 Health/Safety.

ENERGY & EMISSIONS

Our energy policy is directed by the following principles and targets:

- Reduction of energy intensity by 25% within 5 years in our overall processes
- Ensuring continual improvement in our energy performance
- Deploying information and resources to achieve our energy targets and objectives
- Complying with regulatory requirements and applicable international standards and codes of practice
- Consideration of energy performance improvements in design and modification of our facilities, equipment, systems and processes
- Effectively procure and utilize energy efficient products and services



In the tables below some key Emicool Environmental Performance Indicators for 2018 are set out

FUEL FOR TEMPORARY COOLING	
2018	2,010,596
TYPE OF FUEL	Diesel
UNITS	Imp Gallons

ELECTRICITY FOR ALL PLANTS & OFFICES		COOLING FOR PLANT 1 & OFFICES	
2018	296.3	2018	367,887
UNITS	GW	UNITS	Rth

CO2 FROM ELECTRICITY	
2018	130,372
UNITS	Tons of CO2

WASTE MANAGEMENT

Hazardous Waste

OIL RECYCLE	
2018	1780
UNITS	Litre

Non-Hazardous Waste

RECYCLE	
2018	977.6
UNITS	m ³

Water

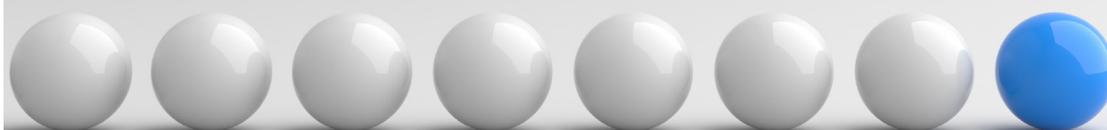
POTABLE WATER (DEWA)		TREATED SEWAGE EFFLUENT (DI)	
2018	389,050,744	2018	143,124,432
UNITS	Imp Gallons	UNITS	US Gallons

COMMUNITY ENGAGEMENT

Emicool strives to fulfill the commitment and responsibilities to the societies and communities in which we operate. We demonstrate our commitment by engaging with the community and other stakeholders. The established CSR commitment ensures all the community objectives and activities are accomplished successfully and with integrity in order to enhance the cooperation with communities and provide the best possible support towards contributing towards society as a whole. Some of the Initiatives taken towards CSR commitment are:

- Sponsorship of Climate Control Awards
- Carbon Print Disclosure Report
- UN Sustainable Development Goals
- IDEA reporting District Cooling Growth
- Membership with IDEA
- Membership with ASHRAE
- Participation in Earth Hour
- Charity Amount was donated to Rashid Center as Academic year fee payment for students with special needs
- Charity Amount was donated to Al Shams Center to support Disabled students

Actions and Future Goals



FOCUS AREAS PURPOSE & GOALS

	RESPONSIBLE OPERATIONS & RELIABLE SERVICE	INNOVATION & TECHNOLOGY	EMICOOL PEOPLE	HEALTH, SAFETY & ENVIRONMENT (HSE)	CUSTOMERS & COMMUNITY ENGAGEMENT
Purpose	World-class level of reliability	Improve through innovative solutions	Take care of all our employees	Safe workplace & Save Environment	Raise awareness and be recognised
Goals	<ul style="list-style-type: none"> Continuously improve customer satisfaction Implement cost-effective solutions Optimise to ensure a sustainable supply 	<ul style="list-style-type: none"> Drive innovation and become a pioneer Enhance technical and operational processes Increase efficiency and reduce the use of resources 	<ul style="list-style-type: none"> Ensure the wellbeing of all our people Our manpower always operates with the highest quality standards Nurture and give opportunities for growth to all our people 	<ul style="list-style-type: none"> Reduce negative impact on the planet Identify and prevent safety hazards Improve employees' engagement and wellbeing 	<ul style="list-style-type: none"> Educate consumers on best practice Further engage in CSR and volunteering Help the community live a more sustainable life

KPIS & TARGETS STRATEGIC PLAN (2023-2019)

	RESPONSIBLE OPERATIONS & RELIABLE SERVICE	INNOVATION & TECHNOLOGY	EMICOOL PEOPLE	HEALTH, SAFETY & ENVIRONMENT (HSE)	CUSTOMERS & COMMUNITY ENGAGEMENT
Operational Excellence & Enablers	Optimized Operations & Risk Management	Service Innovation Technology	People / Skill / Talent Engagement & Culture	Safety & Environment Protection	Corporate Social Responsibility - Member Engagement
KPIs & Targets (as defined on the Strategic Plan 2023-2019)	<ul style="list-style-type: none"> Keep water cost below AED 0.075/ RTH on average Keep water efficiency for the plant between 1.4-1.32 IG/RTH (6.36-6.0 Ltr/RTH) Keep electricity costs below AED 0.40/RTH Average 	<ul style="list-style-type: none"> Establish ties with vendors for R&D purposes by 2020 Create an innovation committee by 2020 Establish partnerships with universities Create innovation programme, giving awards for best ideas 	<ul style="list-style-type: none"> Invest in existing Human Capital to cater for existing and future EMICOOL's requirement Attract, Develop, Maintain the right talent (targets by HR) Promote & Encourage our manpower (targets by HR) 	<ul style="list-style-type: none"> Reduce waste by %3* Reduction electricity grid consumption by %2.50 / 2019 %1.5 2023* Improve penetration of TSE usage in all the plants by %40 [plus the Safety KPIs] 	<ul style="list-style-type: none"> Run inductions in schools to raise awareness (4 / year) Introduce special needs discount program by 2019 Plant 500 trees in 2019, growing at %5 annually

* Baseline: average of previous 3 years

GRI INDEX

The present Sustainability Report of Emicool is the company's first attempt to communicate its sustainability performance. The report covers our activities during 2018. It was evaluated by the Centre for Sustainability and Excellence (CSE) according to the reporting guidelines of GRI STANDARDS, and it was verified that it is a "In – Accordance Core" Report.

GRI STANDARDS NUMBER	DISCLOSURE TITLE	REFERENCE
GENERAL DISCLOSURES		
COMPANY PROFILE		
GRI 102-1	Name of the organization	Emirates District Cooling (Emicool) LLC
GRI 102-2	Activities, brands, products, and services	p. 7
GRI 102-3	Location of headquarters	p. 5
GRI 102-4	Location of operations	p. 6
GRI 102-5	Ownership and legal form	p. 6
GRI 102-6	Markets served	p. 6
GRI 102-7	Scale of the organization	p. 10, 16
GRI 102-8	Information on employees and other workers	p. 16
GRI 102-9	Supply chain	p. 19
GRI 102-10	Significant changes to the organization and its supply chain	There were no significant changes
GRI 102-11	Precautionary Principle or approach	p. 12, 19
GRI 102-12	External initiatives	p. 9
GRI 102-13	Membership of associations	p. 9
STRATEGY		
GRI 102-14	Statement from senior decision-maker	p. 4
ETHICS AND INTEGRITY		
GRI 102-16	Values, principles, standards, and norms of behavior	p. 7-8
GOVERNANCE		
GRI 102-18	Governance structure	p. 10
STAKEHOLDER ENGAGEMENT		
GRI 102-40	List of stakeholder groups	p. 13
GRI 102-41	Collective bargaining agreements	Not applicable
GRI 102-42	Identifying and selecting stakeholders	p. 13
GRI 102-43	Approach to stakeholder engagement	p. 13
GRI 102-44	Key topics and concerns raised	p. 13
REPORT PROFILE		
GRI 102-45	Entities included in the consolidated financial statements	p. 6
GRI 102-46	Defining report content and topic boundaries	p. 15
GRI 102-47	List of material topics	p. 15
GRI 102-48	Restatements of information	This is Emicool's first Sustainability Report
GRI 102-49	Changes in reporting	This is Emicool's first Sustainability Report
GRI 102-50	Reporting period	01.01.2018- 31.12.2018
GRI 102-51	Date of most recent report	This is Emicool's first Sustainability Report
GRI 102-52	Reporting cycle	Annual
GRI 102-53	Contact point for questions regarding the report	p. 5
GRI 102-54	Claims of reporting in accordance with the GRI Standards	p. 23
GRI 102-55	GRI content index	p. 23-24
GRI 102-56	External assurance	This Sustainability Report has no External Assurance

GRI STANDARDS NUMBER	DISCLOSURE TITLE	REFERENCE
SPECIFIC DISCLOSURES		
ECONOMY		
ECONOMIC PERFORMANCE		
GRI 103	Management Approach	p. 10
GRI 201-1	Direct economic value generated and distributed	p. 10
ENVIRONMENT		
ENERGY		
GRI 103	Management Approach	p. 20
GRI 302-1	Energy consumption within the organization	p. 21
WATER		
GRI 103	Management Approach	p. 19
GRI 303-1	Water withdrawal by source	p. 21
ENVIRONMENTAL COMPLIANCE		
GRI 103	Management Approach	p. 20
GRI 307-1	Non-compliance with environmental laws and regulations	p. 20
EMPLOYEES- SOCIETY		
GRI 401	Employment	
GRI 103	Management Approach	p. 16
GRI 401-2	Benefits provided to full time employees	p. 16
OCCUPATIONAL HEALTH & SAFETY		
GRI 103	Management Approach	p. 20
GRI 403-1	Occupational health & safety management system	p. 20
GRI 403-2	Hazard identification, risk assessment and incident investigation	p. 17
GRI 403-3	Occupational health and safety	p. 17
GRI 403-4	Workers participation, consultation and communication on occupational health & safety	p. 17
GRI 403-5	Worker training on occupational health & safety	p. 17
GRI 403-6	Promotion of worker health	p. 17
GRI 403-7	Prevention and mitigation of occupational health & safety impacts directly linked by business relationships	p. 17
GRI 403-9	Work-related injuries	p. 17
CUSTOMER HEALTH & SAFETY		
GRI 103	Management Approach	p. 20
GRI 416-1	Assessment of the health and safety impacts of products and services categories	p. 20
MARKETING AND LABELING		
GRI 103	Management Approach	p. 18
GRI 417-1	Requirements of products and services information and labeling	p. 18