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**Sustainability
Report**

Measuring ESG
Performance



EMPOWER
ENERGY
SOLUTIONS

2024 Sustainability Report

Measuring ESG
Performance



EMPOWER
ENERGY
SOLUTIONS

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About the Report

The 2024 Sustainability Report of Emirates Central Cooling Systems Corporation PJSC (Empower) is the 1st Sustainability Report issued by Empower. The report covers the period from January 1, 2024, to December 31, 2024. The Sustainability Report is published in June 2025.

Scope and Boundaries

The Report covers the Sustainability approach, priorities, activities, performance and achievements during the reporting year in the UAE. The Report does not include activities or performance of our suppliers, contractors or partners, unless otherwise stated.

Report Content

The Sustainability Report focuses on key areas crucial to our business and stakeholders.

As part of our long-term strategy, we are actively improving our operations and methods of work to manage effectively our impacts and improve our positive contributions across our value chain.

The report focuses on:

- About Empower
- Sustainability Strategy and Framework
- Governance and Responsible Business Practices
- Environmental Stewardship
- Responsibility towards our People and the Community

International Standards

The report has been prepared with reference to the Global Reporting Initiative (GRI) standards, and in accordance with the AA1000AP (2018) Standards. It references the Sustainable Development Goals (SDGs) of the United Nations and the Dubai Financial Market's (DFM) guidelines.

External Assurance

We have not sought external assurance for our Sustainability Report. The content of the report is to the best of our knowledge and abilities accurate and correct. We apply the 8 reporting principles of GRI (Accuracy, Balance, Clarity, Comparability, Completeness, Sustainability context, Timeliness as well as Verifiability) and the 4 principles of the AA1000AP (2018) (Inclusivity, Materiality, Responsiveness and Impact) to ensure the quality and proper presentation of the information disclosed in the Sustainability Report.

The Sustainability Report has been developed with the support of the Sustainability Knowledge Group (www.sustainabilityknowledgegroup.com).



Chairman's Message

In alignment with the vision and directives of our wise leadership and to further strengthen the UAE's leadership across various sectors, 2024 has been a year of significant growth and strategic advancement for Empower, characterized by an enhanced focus on sustainability, operational excellence, market leadership, and shareholder value. By prioritizing sustainability and innovation, and emphasizing the importance of strategic adaptation, we have positioned ourselves for continued success. Our success is driven by a robust business model focused on sustainability, strategic partnerships, and technological innovation, and an unwavering commitment to delivering high-quality, energy-efficient cooling solutions.

Strategic Expansion and Leadership for Climate Action

Empower's growth represents a fundamental shift in the market's approach to sustainable cooling solutions, positioning us at the forefront of the industry's sustainable future. The sector's evolution from traditional air conditioning systems to more sustainable cooling solutions aligns with the United Nations' Sustainable Development Goals (SDGs) for 2030 and a growing emphasis on environmental stewardship. During this reporting period, we



H.E. SAEED MOHAMMED AL TAYER

Chairman



Our success is driven by a robust business model focused on sustainability, strategic partnerships, and technological innovation, and an unwavering commitment to delivering high-quality, energy-efficient cooling solutions.

achieved our highest-ever revenue of AED 3.26 billion and a net profit of AED 908 million, entering a critical phase of transformation, enhanced operational capabilities, and expanded market reach. In line with Dubai's vision for a sustainable future, our business

expansion resulted in a 3.6% increase in connected capacity, reaching 1.57 million Refrigeration Tons (RT). Additionally, District Cooling Services expanded to 1,637 buildings, reinforcing our commitment toward greater sustainability and efficiency.

Supporting the National Sustainability Agenda

Empower plays a pivotal role in supporting the national push for a green economy and sustainable development, contributing to the objectives of the **UAE Net Zero Strategy 2050, the Dubai Clean Energy Strategy 2050, and the Dubai Net Zero Carbon Emissions Strategy 2050**, which aim to achieve 100% clean energy production by 2050 and reduce carbon emission. Moreover, Empower supports the **Dubai Economic Agenda (D33)**, which seeks to double the GDP by 2033.

The Dubai Supreme Council of Energy (DSCE) targets 40% district cooling penetration in Dubai by 2030, with efficient cooling being one of the key pillars of the **Dubai Demand Side Management Strategy 2050**. By targeting improvements that will result in at least 30% savings by 2030 and 50% savings by 2050 across electricity, water, and fuel consumption, this strategy aims to position Dubai as a global leader in energy efficiency, and we are actively supporting this goal.

Innovation, operational excellence, and environmental responsibility drive our strategic initiatives in Dubai, which aim to lead the transition to a more sustainable future. We continue to be at the forefront, monitoring



Together, we move forward, and I am confident that Empower will continue to set new benchmarks for excellence, innovation, and sustainability in the district cooling industry.

national and international developments to advance the global climate change agenda and align our long-term goals with the Dubai Net Zero Carbon Emissions Strategy 2050 and UAE's Net Zero 2050 strategy. In 2024, we have managed to achieve a reduction of **1,040,095 metric tons of CO₂**.

The Sustainability Journey: Creating Shared Value for All

This publication of Empower's first Sustainability Report further strengthens our commitment to transparency and disclosure. As a publicly listed company, we have always prioritized value creation and distribution to shareholders. The integration of financial, social, environmental, and governance (ESG) aspects into our business strategy and decisions reiterates our renewed focus on creating shared value, highlighting the positive correlation between corporate performance and societal impact. In our first Sustainability Report, we further include in more detail all our sustainability practices, policies, initiatives,

as well as our targets and commitments moving forward.

I would like to express my deepest gratitude to all parties concerned with the publication of this report, including all shareholders, board members, partners, clients, vendors, and employees for their unwavering confidence, dedication, and collaboration, which have been the foundation of our success. I extend special thanks to the CEO of Empower, Ahmad bin Shafar, whose impeccable management has been instrumental in achieving these remarkable results and earning global recognition.

Together, we move forward, and I am confident that Empower will continue to set new benchmarks for excellence, innovation, and sustainability in the district cooling industry.

CEO's Message

It is with great honour that I introduce Empower's **first Sustainability Report** which reflects our overall commitment to fostering sustainable business growth in line with the ambitious national Sustainability agenda. In our Sustainability Report we outline our strategy, approach, vision and impact along the key areas of Environmental Stewardship, Social Impact and Corporate Governance.

Fostering Sustainable Business Growth and Operational Excellence

In 2024, we achieved significant milestones, with revenue reaching a record AED 3.26 billion, reflecting an 7.4% increase, and net profits remaining strong at AED 908 million. Our EBITDA grew by 6.2% to AED 1.55 billion, underscoring our ability to manage costs effectively and leverage assets for sustained growth. Our balance sheet reflects this strength, with total assets reaching AED 11.2 billion and a robust AED 1.82 billion in free cash flow, a 31% increase from the previous year, reinforcing our financial stability and our capacity to continue delivering value to shareholders.

Under this context, our operational achievements in 2024 further solidified our leadership in the district cooling sector. With an **overall 1.57 million RT footprint in terms of capacity**, we managed to expand our service coverage to 1,637 buildings and extend our



AHMAD BIN SHAFAR
Chief Executive Officer

district cooling pipeline network to over 418 kilometers in 2024. Key iconic new developments include the tallest ceramic façade in the world, namely Al Wasl Tower, as well as the Crest and the Crest Grande by Sobha Realty, Regalia Tower by Deyaar Developments and the Peninsula by Select Group.

We strongly believe in the power of synergies. We signed Memorandum of Understanding with American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) to collaborate in developing global standard for district cooling and for researching the next generation district cooling technologies. We also signed an agreement with Mitsubishi Heavy Industries Thermal Systems for 18 high-efficiency water-cooled

chillers for our projects. These initiatives, coupled with our focus on technological advancements, reinforces our role in pioneering district cooling innovations and enhances our operational efficiency to support Dubai's rapid urban development.

Empower's achievements in 2024 were recognized at multiple prestigious platforms, including two Guinness World Records, four IDEA awards, and multiple recognitions in 2024 for innovation, sustainability, and leadership in district cooling, carbon reduction, and efficiency.

Our 2024 sustainability milestones

In more detail, we continued our efforts to integrate ESG principles

into our operations at the **governance, social and environmental pillars as outlined below:**

Our **corporate governance** approach defines the way we operate and govern and is an important prerequisite for our long-term business success. During this reporting period, we further enhanced our corporate governance framework, strengthened our business ethics programme, and supported the robustness of our systems with new policies, procedures and dedicated committees. Additionally, we carried out an impact analysis on revised Corporate Governance Guide and took actions to implement the changes. As a result, we strategically recomposed the Audit Committee and the Nomination, Remuneration & ESG Committee.

Regarding the **environmental pillar**, our efforts are two fold: focusing our attention on decreasing our environmental footprint across our operations, whilst advocating for a more sustainable district cooling sector at the national and international level. Empower has made strides in water efficiency by leveraging advanced reverse osmosis systems and increasing the use of Treated Sewage Effluent (TSE). Our commitment to sustainability remains firm, as we have upgraded several district cooling plants with more efficient chillers and incorporated low emitting refrigerants in our systems. We use credible and internationally recognised tools to design a strategy for reducing our carbon footprint, we conducted a Greenhouse Gas audit for our full operation in Dubai (including plants, offices, accommodations and warehouses),



Proud of our hard work and dedication which is evident in our first Sustainability Report, we are aware that this is only the start of an ongoing journey, and we are committed to continue and intensify our efforts in the years to come.

based on the Greenhouse Gas (GHG) Protocol standard. These efforts enhance operational efficiency, align with global environmental standards and further solidify our position as a leader in sustainable cooling solutions. Furthermore, the “Set and Save 24°C” summer campaign, marks its eleventh successful year, with the aim to promoting sustainable practices among all our customers in both residential and commercial sectors, encouraging prudent energy consumption while educating them on optimal temperature for efficiency and cost-effectiveness.

Regarding the **social pillar**, our focus lies with our employees and with creating real value for society through active community development. During this reporting period, our workforce represented 27 nationalities while a 87.8% retention rate was achieved. We also continued to emphasize gender equality and Emiratization, aiming to enhance career opportunities for national talent and the broader community. Our commitment to safety is reflected in the **1,799 HSE site inspections and the 1,544 training sessions** conducted throughout the year. In parallel, through our “Empower Cares” initiative, we continued to provide valuable financial support to our employees on an ad hoc basis for any arising health, social, or humanitarian

issue. Additionally, this year we dedicated **AED 743,391 of financial or in-kind contributions to community initiatives** and we proudly run **34 CSR activation programs** including blood donations, iftar actions, breast cancer awareness days, and special projects such as the ongoing participation in DEWA’s “Inclusion People of Determination Innovation Incubator” programme.

Looking Ahead

As our future is closely aligned with the UAE’s growth and sustainability objectives, we remain committed to leading the transition toward sustainable cooling solutions. Proud of our hard work and dedication which is evident in our first Sustainability Report, we are aware that this is only the start of an ongoing journey, and we are committed to continue and intensify our efforts in the years to come.

Therefore, I would like to extend a warm thank you to all colleagues who have contributed to materialising our vision of Sustainability. Our ongoing efforts and progress are a testament to the collective dedication of our leaders, Board of Directors, customers, suppliers/service providers and employees.

Key Milestones of our Journey

-
- 2003** ○ EMPOWER was established
by Royal Decree as a joint venture between Dubai Electricity and Water Authority (DEWA) and the Free Zone Authority.
- Empower established the
- 2007** ○ UAE's largest pre-insulated pipe manufacturing facility
as a backward integration.
- Introduction and increase of the
- 2011** ○ Use of Treated Sewage Effluent (TSE)
in district cooling operations.
- Empower completed the
- 2013** ○ Largest District Cooling Acquisition
in the market by acquiring Palm District Cooling (PDC), thus making the company the world's largest district cooling services provider in terms of connected capacity.
- 2015: The Business Bay district cooling plants became the
- 2015** ○ First in the Region to Achieve Gold Certification Leadership
in Energy and Environmental Design (LEED).
- 2016** ○ Chosen partner of the United Nations Environment Programme (UNEP)
and special advisor for its "District Energy in Cities" global initiative.
- Empower received the
- 2018** ○ Innovation Award
for the 360° Solution for Metering Artificial Intelligence (AIMS 360) from the International District Energy Association (IDEA).

- Empower received the
- 2019** ○ Innovation Award Honourable Mention
for its “Intelligent Delta-T Analyzer and Detector” technology.
- Empower launched the updated edition of the
- “District Cooling Guide”
and the “**Owner’s Guide for buildings served by District Cooling**”, in collaboration with the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE).
- 2020** ○ Saving a Total of 349M Gallons
of Potable Water
through Treated Sewage Effluent (TSE).
- Empower won the
- “Company of the Year” Golden Bridge Award
in the energy and utilities category for its practical innovations in developing the district cooling industry in the world.
- 2021** ○ Completed 2 major acquisitions
in the district cooling industry where it acquired the district cooling systems of Nakheel and Meydan.
- 2022** ○ Public listing on the Dubai Financial Market
- 2023** ○ Connected Dubai International Airport,
adding 110k RT in site capacity
- 2024** ○ Empower secured two Guinness World Records
- Publication of the 1st Sustainability Report

ESG Highlights 2024



Environmental Performance

8.3%

recycled
water used

1,040,095 tons
of CO₂ reduced

14.2 tons
of waste recycled



Governance Performance

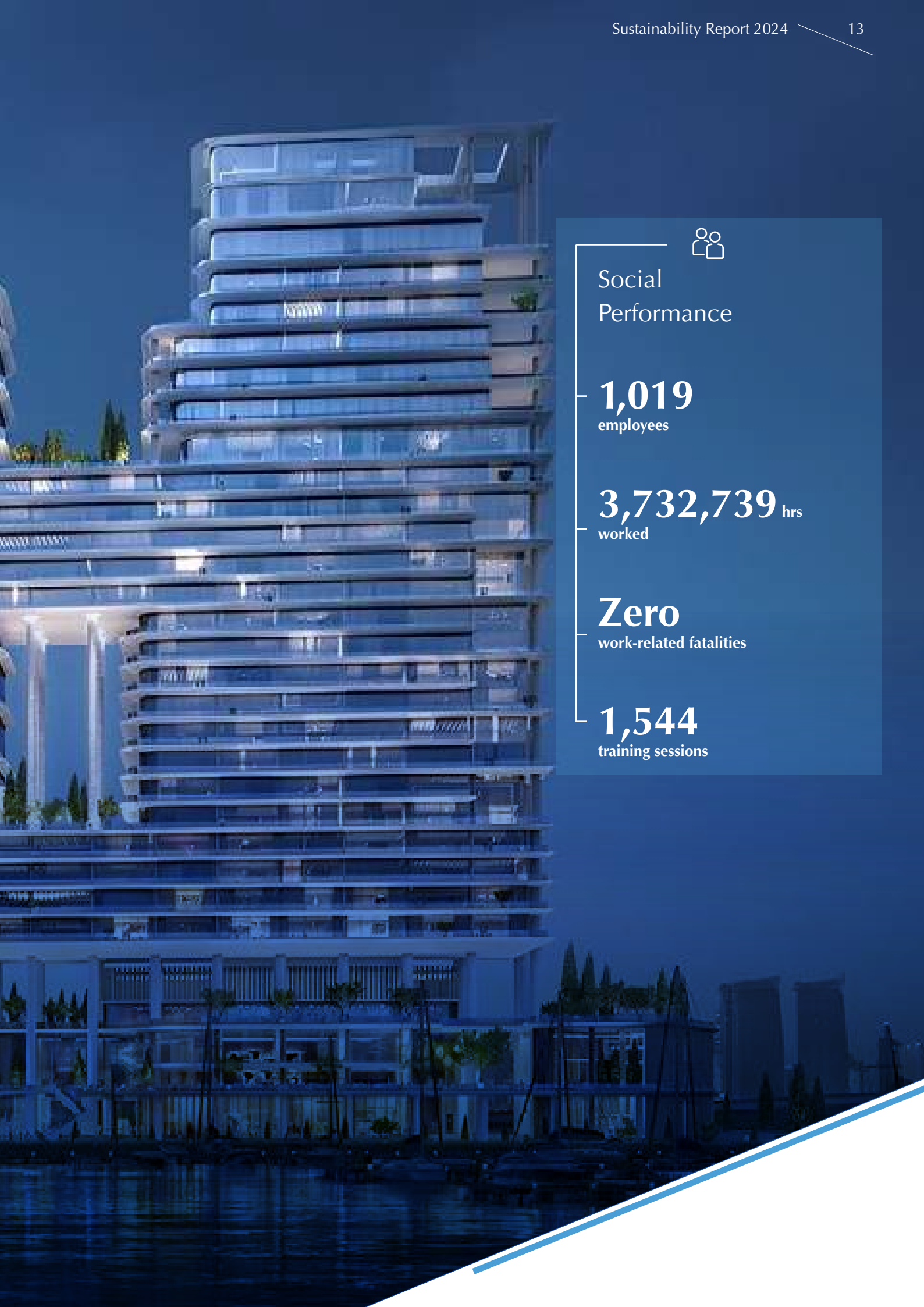
1.57 million
RT connected capacity

7
Awards

AED **3.26** billion
Total Revenues

6.2%
EBITDA increase

24 reviews
conducted by the Internal Audit department



Social Performance

1,019
employees

3,732,739 hrs
worked

Zero
work-related fatalities

1,544
training sessions

2024 Sustainability Milestones

During this reporting period, Empower has achieved a wide range of advancements that further reiterated its commitment to promote the Sustainability agenda:

Expanded its Reverse Osmosis (RO) Capacity to 21,359 m³/day, optimizing its water recycling and treatment capabilities and strengthening its long-term water security strategy.



Awarded a set of contracts to build an advanced next-generation district cooling plant and expand the district cooling pipeline network.



Achieved Two Guinness World Records for the highest capacity district cooling plant (DCS) and the largest cooling plant coverage (number of buildings) for the Business Bay District Cooling Project.



Recertified on various ISO standards.

- ISO certifications.
- Standards of sustainable Green Building.



Technological advancement

and infrastructure expansion enhanced efficiency and service delivery, reinforcing the capacity to support Dubai's rapid development while advancing Sustainability goals.



Signed an agreement with Mitsubishi Heavy Industries Thermal Systems (MHI Thermal Systems) to procure advanced chillers for Empower's district cooling projects in Dubai.





About Empower

1.1 Company Overview: History, Operations and Services

Empower was established in 2003 to provide environmentally friendly district cooling services to Dubai and the region. Over the past 2 decades, Empower has grown exponentially and has become the world's largest District Cooling Services (DCS) provider. Operating an extensive portfolio of world-class district cooling systems in Dubai, Empower aims to transform the traditional processes of cooling into energy-efficient ones in support of the UAE's efforts to achieve its carbon neutrality goals.

Business and Operational Facts At the End of 2024

#1 District Cooling Services Provider
in the world in terms of connected capacity.



99.94% reliability
around the clock availability.



1,637
buildings served

80%+ share of the total district cooling market
in Dubai.



Secured 2 Guinness World Records
in 2024.



1.76+ million
RT contracted capacity.

1.57+ million
RT connected capacity.

143,000+
customers

418+ kilometres
length of the total piping network.

88
District Cooling Plants

Our Operations and Services

Empower's principal activities focus on the provision of district cooling services and the management, operation and maintenance of central cooling plants as well as related distribution networks. Business activities also include the production and selling of insulated pipes and fittings, facility management services and engineering consultancy services, through Empower's subsidiary companies such as; Empower Insulated Pipe Systems (ELIPS) Empower Facility Management (FM) and Empower Engineering & Consultancy (ECC).

The company develops, owns and operates world-class district cooling systems in Dubai with an impressive portfolio of major projects in place. It provides district cooling services to various residential, commercial and mixed-use developments in Dubai and is the largest district cooling services provider in the world in terms of connected capacity, according to the International District Energy Association.



1.2 Mission, Vision and Values

Vision

To be the world's leading district cooling services provider.



Mission

To promote sustainable and optimised use of energy resources by delivering reliable, cost-effective and environmentally friendly world-class district cooling services to achieve customer satisfaction, thereby creating long-term shareholder value.



Our Values

Loyalty: earn loyalty from all stakeholders.

Excellence: excellence and ethical practices.

Accountability: accountability to all stakeholders.

Develop people: develop and retain talents.

Efficiency: striving for efficiency in all we do.

Reliability: reliability in providing services.

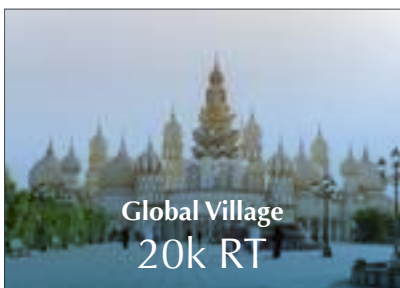
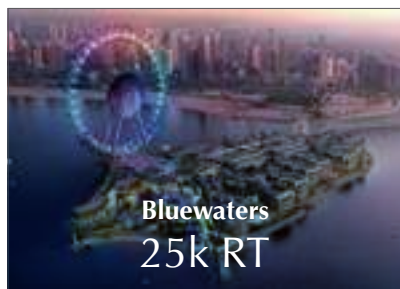
Strive: striving for continual improvement and innovation.



1.3 Iconic and Landmark Projects

For the past 20 years, Empower has been instrumental in the transformation of the traditional cooling systems into energy-efficient in Dubai. Empower has become the preferred district cooling services provider to most of the landmark and iconic real estate projects in Dubai such as:





1.4 Empower's Business Model and Strategic Objectives

Empower's strategic position in the district cooling market is reinforced by its dedication to sustainable growth and innovation. At Empower, our objective is to provide dependable, cost-efficient and eco-friendly district cooling services, using sustainable and energy-efficient methods to meet the increasing demand in the region as well as serve numerous prominent locations in Dubai. We leverage our comprehensive business model, operational expertise, exclusive contracts for providing District Cooling Services and technological advancements to drive financial success and sustainable growth.

Our operational strategies revolve around transforming traditional cooling methods into innovative, energy-efficient solutions that support the UAE's goals for carbon neutrality. During 2024, Empower achieved significant progress in enhancing its production capabilities through strategic operational expansions, which are in line with the UAE's sustainable development goals. The company has increased its Refrigeration Tonne (RT) capacity, extended its District Cooling Services network to major projects and placed Sustainability at the very centre of its strategic plans.

Long-Term Goals

Empower aims to maintain a dominant position in the District Cooling Services industry, supported by Dubai's dynamic real estate market and economy. Holding over 80% share of Dubai's district cooling market at the end of 2024 as well as aiming for revenue growth, Empower strives for a sustained regional impact.

Our goals moving forward include achieving

**1.86 million RT
by 2027**

through both organic and inorganic growth strategies. Our business model facilitated the reduction of carbon emissions and supports Dubai's push for a green economy and sustainable development. Thus, we contribute to the National Vision of transitioning to a Net-Zero economy and fostering inclusive economic growth and long-term prosperity for the community.

The Largest District Cooling Services Provider in the world by RT Capacity Empower's Unique Operating Model

End-to-End District Cooling Services Provider	Distinctive Project Development Framework	Long-Term Relationships with Tier 1 Master Developers	Proven Operational Expertise and Efficiency	Industry Benchmark for Low-Cost Base and Efficient Investment Deployment	Advanced Digitalisation Capabilities
<ul style="list-style-type: none"> Majority of plants are fully owned and operated by Empower. In-House operation and maintenance team with dedicated operators on site 24/7 ensures better control over quality and performance standards. 	<ul style="list-style-type: none"> Strong positioning in top districts in Dubai. Exclusive rights for upcoming developments within the Master Development. Maintaining a large client base by being the sole District Cooling Services provider to various areas and developments. 	<ul style="list-style-type: none"> Long-term service contracts. On-going service contracts provide a secure and recurring revenue stream for Empower by ensuring that revenues are contracted in the long-term. 	<ul style="list-style-type: none"> 100% smart metering across all its projects. Leveraging Thermal Energy Storage (TES) and Treated Sewage Effluent (TSE) technologies to optimise the load on the power grid and reduce freshwater consumption. 	<ul style="list-style-type: none"> Modular asset strategy, spreading capex over future years in line with the project's requirements. Reduced cost base vs. competitors as well as other cooling alternatives. 	<ul style="list-style-type: none"> All plants are integrated with local SCADA systems, enabling auto-mode operation. Full integration via Centralised Command Control Centre (CCC) enabling remote operation of the plants and business continuity during challenging circumstances such as a lockdown.

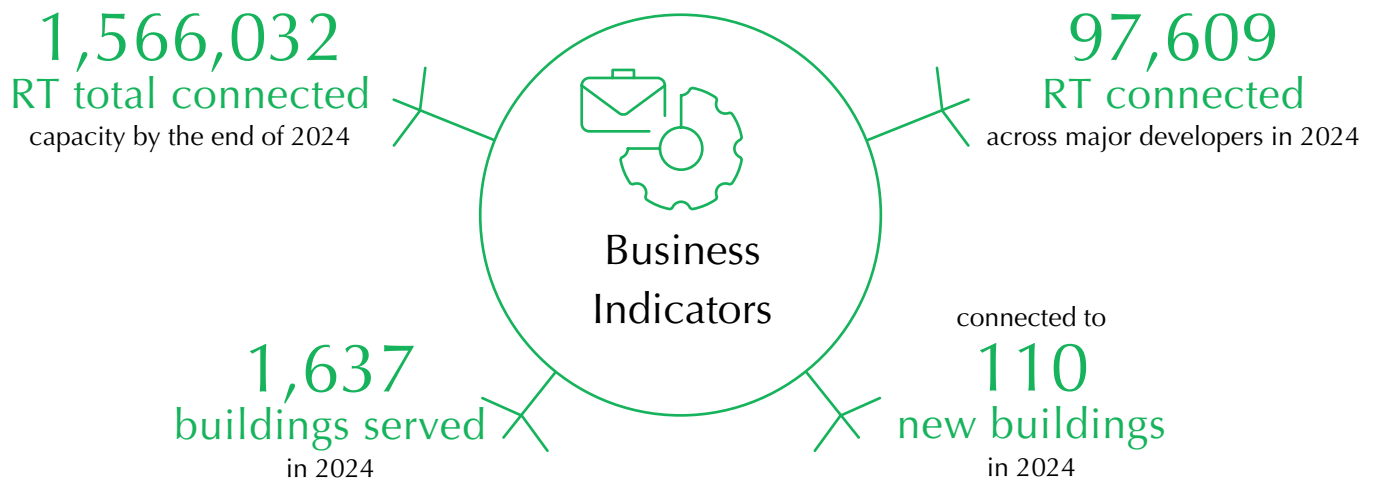
Empower distinguishes itself through its scale of operations, innovative technologies, strong government backing and high-profile projects. Its overall positioning as a market leader in the Middle East and as a significant player internationally is reinforced by its commitment to Sustainability and energy efficiency. Empower's reputation for quality and reliability creates a sense of stability and confidence to investors and clients and further solidifies its competitive edge in the district cooling industry.

Ultimately, through its well-designed model, Empower is changing consumer behaviour, providing real incentives for end users to reduce energy consumption, creating value for all stakeholders and actively contributing to national and global Sustainability goals.



Empower aims to maintain a dominant position in the District Cooling Services industry, supported by Dubai's dynamic real estate market and economy



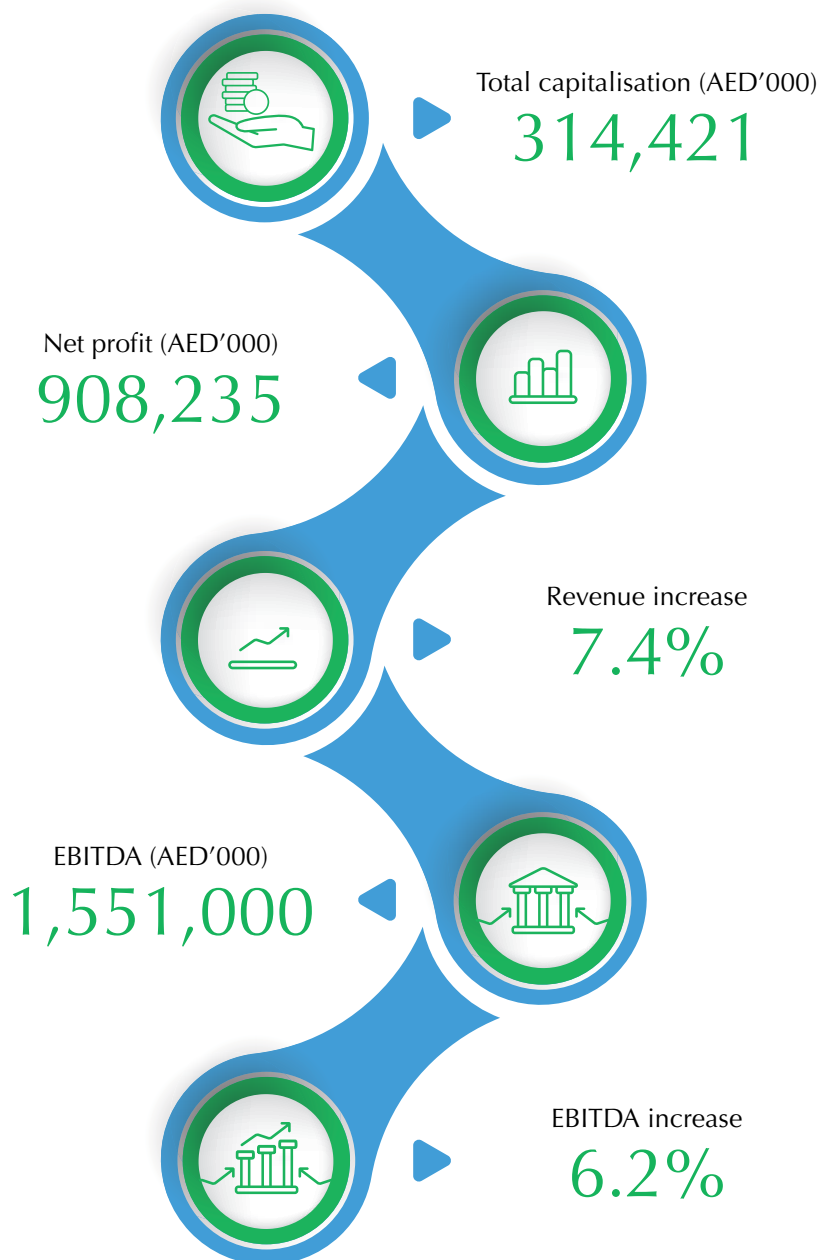




1.4.1 Economic Performance: Economic Value Generated and Distributed

Empower has been experiencing remarkable growth attributed to the rising demand for district cooling services, driven by high occupancy rates in existing real estate projects and a significant increase in the number of large real estate projects added to our portfolio. In parallel, this growth is attributed to the well-diversified customer base that includes among others, residential, commercial, hospitality, retail and entertainment, which have adopted environmentally friendly practices and focus on reducing their carbon emissions.

Key Economic Facts



Economic Performance

2024 (AED'000)

3,260,489
Total revenues

1,526,458
Operating costs

1,149,010
Payments to
providers of capital

81,117
Payments to
government

743.391
Financial or
in-kind
contributions
to community
initiatives

1.5 Promoting Innovation across the Business

Empower is committed to strengthening research and development by encouraging a culture of continuous innovation within the company. We work with strategic partners and associations within the energy sector and beyond to facilitate the exchange of ideas and drive innovation in the industry, keeping ahead of improvements in clean energy, digitalisation and environmental policies.

Metering Data Management System (MDMS)

a smart and innovative solution for 360° Solution for Metering Artificial Intelligence (AI)

Smart Metering System

Empower's metering team developed, as early as 2015/2016, a smart and innovative solution called Metering Data Management System (MDMS) for 360° Solution for Metering Artificial Intelligence (AI) as a comprehensive remote and integrated system of collecting meter reading data. The tool's objective is to effectively manage district cooling needs at both ends of the entire district cooling process.

In more detail, the system's benefits include:

- Ability to manage an increased number of meter readings remotely, leading to significant cost savings, (reaching potentially AED 9.1 million cost savings per year) and superior customer service.
- Ability to handle the entire process of district cooling metering with the main goal of avoiding errors.
- Standardising the way meter readings are implemented across different brands of meters.



1.6 Awards and Recognitions

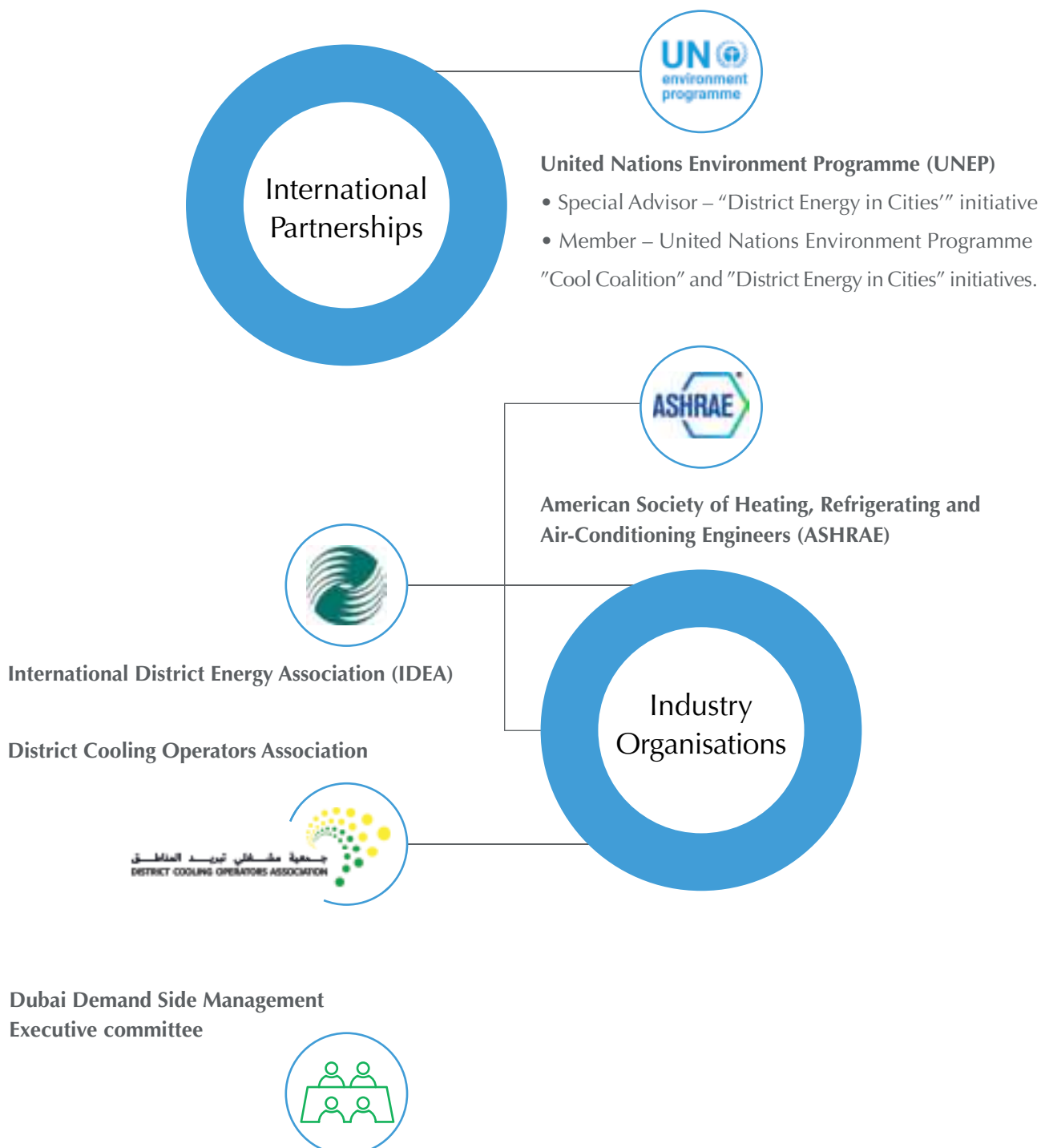
Empower believes that awards and recognitions reflect the collective efforts of our people and highlight the considerable progress we have made throughout the years toward achieving our business goals. In 2024, we received prominent awards and recognitions from highly acclaimed regional and international organisations such as:

Type of Awards	Awards in the Categories	Geographical Scope
Guinness World Records	<ul style="list-style-type: none"> • The highest capacity district cooling plant (DCS) • The largest cooling plant coverage by the number of buildings served 	International
International District Energy Association (IDEA)	<ul style="list-style-type: none"> • Innovation Award for Integrated Metering Solutions • Innovation Award for Chiller Efficiency Improvement • Gold Award for 'Number of Buildings Committed' • Gold Award for 'Total Building Area Committed' 	International
Dubai Supreme Council of Energy	Leading District Cooling Company in Dubai	Regional/MENA
Moro Hub	Recognition for efforts in reducing carbon emissions	Regional/MENA
WETEX	Award for supporting WETEX	Regional/MENA



1.7 Memberships, Partnerships and Associations

At Empower, active participation as members of various sector associations, chambers of commerce and regional or national alliances helps us remain informed of all the latest trends and developments that affect our business while contributing as a partner to the ongoing energy dialogue that shapes our sector. We are member of the following organisations:



1.8 Thought Leadership: Promoting the District Cooling and the Energy Agenda

In recognition of our role as the largest district cooling provider, we actively participate in high-level meetings, global and regional forums, conferences and workshops with the view to raising awareness and further promoting the Sustainability and energy efficiency agenda amongst our stakeholders.

Participation or Sponsoring of International Conferences, Regional and National Forums include:

- ASHRAE Annual Conference
- IDEA Campus Energy Conference
- IDEA Annual Conference
- Water, Energy, Technology, and Environment Exhibition (WETEX)
- World Green Economy Summit (WGES)

1.8.1 2024 Business Highlights

District Cooling Knowledge Transfer

Empower hosted the technical study tour on district cooling in Dubai for high-level delegates from the Governments of Tunisia, the Kingdom of Morocco and the State Government of Punjab of Pakistan, organised by the United Nations Environment Program (UNEP).

Empower and ASHRAE: A strategic partnership for the future of district cooling

In 2024, our collaboration with the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) resulted in the advancement of sustainable cooling solutions worldwide. The two organisations have signed a Memorandum of Understanding (MoU) to co-develop a unified global standard for district cooling, designed to enhance energy efficiency, reduce environmental impact, and set a benchmark for best practices in district cooling operations across the globe. This initiative will ensure that new and existing district cooling networks are designed for optimal performance, sustainability, and economic feasibility. Additionally, Empower and ASHRAE have signed a second MoU to conduct a research study on next-generation district cooling systems, focusing on AI-driven energy management and renewable energy. This initiative aims at a further reduction of fossil fuel dependency and to accelerate the transition from conventional district cooling systems to highly integrated, predictive, and energy-efficient cooling solutions.

Synergy for Sustainability: Empower partners with Mitsubishi Heavy Industries Thermal Systems

Empower remains dedicated to using energy efficient technologies for its operations. To this end, Empower has signed an agreement with Mitsubishi Heavy Industries Thermal Systems (MHI Thermal Systems) to procure advanced chillers. Starting in 2025, MHI Thermal Systems will supply 18 high-efficiency water-cooled chillers, totalling 56,250 RT, for Empower's district cooling projects in Dubai. This collaboration strengthens Empower's innovation and knowledge exchange, further reinforcing its leadership in sustainable energy solutions.

Ahmad Bin Shafar named among Forbes Top Sustainability Leaders

Forbes Middle East has recognized H.E. Ahmad Bin Shafar, CEO of Empower, as a distinguished leader on its list of sustainability leaders in the energy and utilities sector across the Middle East. H.E. Ahmad Bin Shafar was selected as one of 107 leaders across 12 sectors honored for their contributions to advancing the sustainability agenda in the region. The assessment focused exclusively on initiatives by Middle Eastern companies operating globally.

Recognition for carbon emission reduction

This year, Empower was recognised by Moro Hub, an innovative digital DEWA company, for successfully reducing carbon emissions by 42.4 tons over three years. This milestone was achieved through the integration of Moro's Green Data Centres into its operations and highlights how cross-sector partnerships enhance operational efficiency and sustainability.

Strategic Sponsor of the 'WETEX 2024', October 2024

Our strategic sponsorship of WETEX 2024 in the Dubai World Trade Center, further highlighted the importance of district cooling in fostering more sustainable real estate development and addressing the challenges of climate change. The event serves as a platform to showcase innovative cooling solutions and promotes awareness of energy-saving practices, in line with the UAE's vision for a greener future.

1.8.2 New projects and assignments

During 2023, we have been assigned important projects that further reinforce our growing capabilities and expertise, such as:

Projects and Assignments	Facts	Total Capacity/ESG Impact
Wasl Tower	The Wasl Tower stands as the tallest ceramic façade in the world, showcasing unique architectural designs that reflect the city's rich skyline.	3,900 RT
The Crest & The Crest Grande	Sobha Realty's prime developments in Meydan	4,100 RT and 4,200 RT, respectively.
Regalia Tower	Deyaar Development Projects	2,580 RT
The Peninsula	Towers E and D	2,730 RT
Jumeirah Beach Hills (JBH) District Cooling Plant	Commenced operations of the first phase of its Jumeirah Beach Hills (JBH) District Cooling Plant.	Upon completion of all phases, the plant's total production capacity will reach 48,000 RT, catering to the prestigious Jumeirah area, one of Dubai's premier residential and tourist destinations.
Deira Waterfront District Cooling Plant	Constructing a new district cooling plant in Dubai's Deira Waterfront district, set to serve more than 46 buildings	Total production capacity reaches 39,000 RT, with the first phase (20,000 RT) expected to be operational by the end of June 2025.
Jumeirah Village District Cooling Plant	Awarded the design contract for its second district cooling plant in Jumeirah Village. This plant is part of a broader expansion strategy, which includes the development of six district cooling plants with a combined cooling capacity of 256,000 RT.	Planned capacity of 37,000 RT.



Projects and Assignments	Facts	Total Capacity/ESG Impact
Reverse Osmosis Capacity Expansion	Enhancing water recycling and treatment capabilities and strengthening long-term water security strategy.	Expanded the Reverse Osmosis (RO) Capacity to 21,359 m ³ /day.
Business Bay 02 and Al Barari Development District Cooling Plants Upgradation Project	Upgraded chiller systems at Business Bay 02 and Al Barari Development District Cooling Plants with Variable Speed Drives (VSDs), leading to improved efficiency and reduction in energy consumption.	
Al Habtoor Tower	Agreement with Al Habtoor Group	7,200 RT

Empower's ongoing support of the Hospitality sector in Dubai

The company witnessed a substantial rise in the number of hotels and hotel apartments utilising its environmentally friendly district cooling services. This figure reached 21% of the total number of hotels and hotel apartments in Dubai. The district cooling system enables hotel enterprises to reduce their carbon emissions, thereby supporting the government's vision to achieve sustainable development and a green economy.

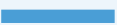
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Sustainability Strategy and Framework



2.1 Our Approach

At Empower, we are committed to fostering national sustainable growth and aligning with the ambitious national Sustainability agenda. Our Sustainability goals are integrated into every economic and business decision, daily operations and long-term strategy within a comprehensive framework. This includes a robust Environmental, Social and Governance (ESG) approach, continually refined through stakeholder engagement to align with national and international commitments. Our holistic strategy demonstrates our leadership in Sustainability, aiming to positively impact our community and the environment.



2.2 District Cooling by Empower: An Enabler of a Sustainable Future

District Cooling is the most energy-efficient solution for indoor space cooling, as it saves up to 50% electricity compared to traditional air conditioners. Therefore, district cooling has emerged as a promising alternative to conventional cooling systems, offering significant advantages such as more efficient resource utilisation and contributing to sustainable urban development.

This shift towards district cooling solutions for entire districts and urban areas has been endorsed by numerous organisations, including the International Energy Agency, which emphasises the role of district energy in achieving Net Zero Emissions by 2050 scenario.

2.3 Integration of Sustainability into our Business Strategy

Empower's strategic framework harnesses 6 pillars to redefine global cooling solutions, emphasising eco-innovation, technological advancement and operational excellence for sustainable urban development.



Strategic Pillar/Goal	Description	Relevant UN SDGs	Material Issues
1. Eco-innovation and green leadership	<p>Empower's Sustainability strategy demonstrates leadership in the energy industry and aligns with global climate and sustainable development initiatives, investing in green building standards and energy-efficient technologies to reduce water consumption as well as carbon emissions and enhance energy efficiency, in line with the United Nations Sustainable Development Goals.</p>	 	<ul style="list-style-type: none"> • Climate change mitigation and adaptation • Reducing carbon emissions • Energy management • Renewable energy usage
2. Cutting-edge technological pioneering	<p>Empower leads in innovation within the district cooling sector through its strong commitment to research and development, enhancing operational efficiency and environmental Sustainability. By adopting cutting-edge technologies and exploring new markets, Empower stays at the forefront of industry innovation, driving the sector forward and aligning with global market demands.</p>		<ul style="list-style-type: none"> • Business model and innovation: adapting to new technologies
3. Operational superiority and scalability	<p>Empower focuses on operational excellence and strategic growth, increasing its Refrigeration Tonnes (RT) capacity and expanding district cooling services to major developments. Empower invests heavily in workforce development and significant infrastructural projects which demonstrate its commitment to boosting service capacity and coverage, supporting urban growth and advancing the district cooling industry.</p>	 	<ul style="list-style-type: none"> • Risk management • Ethical practices and transparent governance
4. Global market leadership and collaborative synergy	<p>Empower's growth strategy combines strategic expansion and organic growth by leveraging existing infrastructure and expanding its network to broaden service reach and diversify its client portfolio. The company also bolsters its market leadership through research partnerships with prestigious entities like the UNEP, IDEA and ASHRAE, enhancing its intellectual capital and reinforcing its commitment to sustainable energy solutions.</p>		<ul style="list-style-type: none"> • Community engagement programmes • Customer welfare
5. Excellence in governance and ethical integrity	<p>Empower's corporate governance concentrates on fortifying internal control systems to boost operational efficiency, ensure financial accuracy and exceed minimum regulatory demands. Empower actively shares insights on district cooling's transformative potential in international forums and influential summits, evidencing its global leadership.</p>		<ul style="list-style-type: none"> • Business ethics integrity • Transparency and anti-bribery and corruption practices
6. Community empowerment and social responsibility	<p>Empower's dedication to community engagement and CSR is evident through its dedication to creating social value, through several initiatives, including financial aid, health initiatives, environmental advocacy, capacity building, cultural events and sector expertise sharing.</p>	  	<ul style="list-style-type: none"> • Social development and community involvement • Employee skill development and well-being

2.4 How we Create Value

Strong market dynamics shape our strategy and approach. Empower plays a key role in achieving the objectives of the UAE Net Zero Strategy 2050 and contributes to the Dubai Integrated Energy Strategy 2030 and the Dubai 2040 Urban Master Plan through its business activities. The Dubai Supreme Council of Energy (DSCE) targets a 40% district cooling penetration in Dubai by 2030. Efficient cooling is a key pillar of the UAE strategy.

Our ambitions extend to maintaining a strong regional presence and reaching a cooling capacity of 1.8 million RT by 2027, propelled by both organic and inorganic growth strategies.

Input	Model Pillar
Financial Capital <ul style="list-style-type: none"> Invested AED 309 million in sustainable infrastructures for providing district cooling services. Focused on diverse financial resources to support operations. 	Excellence in governance and ethical integrity
Manufactured Capital <ul style="list-style-type: none"> Increased refrigeration capacity by %3.6 to 1,566k RT in FY2024. Added a new plant to reach 88 by the of FY2024. Extended the cooling network by 20km in Dubai. 	Operational superiority and scalability
Intellectual Capital <ul style="list-style-type: none"> Enhanced Reverse Osmosis technology use for better water efficiency. Invested in branding to highlight sustainability and innovation. 	Cutting-edge technological pioneering
Human Capital <ul style="list-style-type: none"> Delivered extensive training and development programmes to employees. Launched multiple employee well-being initiatives for health and safety. Enhanced recruitment and diversity efforts. 	Operational superiority and scalability
Relationship and Social Capital <ul style="list-style-type: none"> Continued using community programmes for Sustainable development. Invested in customer service and digital experience. Conducted stakeholder engagement sessions. 	Community empowerment and social responsibility
Natural Capital <ul style="list-style-type: none"> Continued using TSE for cooling, enhancing water Sustainability. Adopted VSDs for energy efficiency in operations. Initiated waste reduction and recycling strategies. 	Eco-innovation and green leadership

Inputs

Outputs

Output

- Revenue grew to AED 3.26 billion.
- EBITDA reached AED 1,551 million.
- Disbursed AED 850 million in dividends.

- Raised connected and contracted capacity to 1,566 thousand RT and 1,764 thousand RT, respectively.
- » Implemented energy-efficient technologies for reducing electricity consumption.
- Lowered CO₂ emissions, aligning with global sustainability goals.
- Developed new cooling solutions from sustainable technology investments.
- Enhanced service quality through modernisation and efficiency.
- Achieved long-term savings in energy, emissions and costs from strategic investments.

- Expanded Reverse Osmosis technology use for water optimisation and efficiency.
- Improved processes and guidelines for Reverse Osmosis integration.
- Gained recognition for sustainability efforts, enhancing brand equity.
- Gained a competitive edge with advanced technology adoption.
- Awards.

- Improved diversity and inclusion across the organisation.
- Maintained high retention and low turnover rates.
- Achieved significant safety and health metrics.
- Enhanced competitive advantage through increased employee engagement.
- Achieved market differentiation with strong employer branding.

- Achieved global recognition, enhancing reputation.
- Surpassed customer happiness targets, building trust.
- Monitored customer loyalty through retention rates.
- Supported UN SDGs, promoting sustainable practices.
- Impacted over 143,000 customers with energy-saving measures.
- Strengthened relationships through community campaigns.

- Achieved significant water conservation with TSE use.
- Realised energy savings through operational efficiency.
- Reduced carbon footprint, improving environmental impact.
- Contributed to sustainable urban development goals.
- Positively impacted ecosystems with resource conservation.
- Boosted stakeholder engagement in Sustainability efforts.

Material Topics

SDGs



Empower's Commitment to Sustainability Recognised by Dubai Chamber of Commerce

Empower has been successfully awarded the ESG Advanced Label by the Dubai Chamber of Commerce in its first cycle. This prestigious recognition underscores our unwavering commitment to environmental, social, and governance (ESG) principles, and highlights our dedication to responsible business practices.

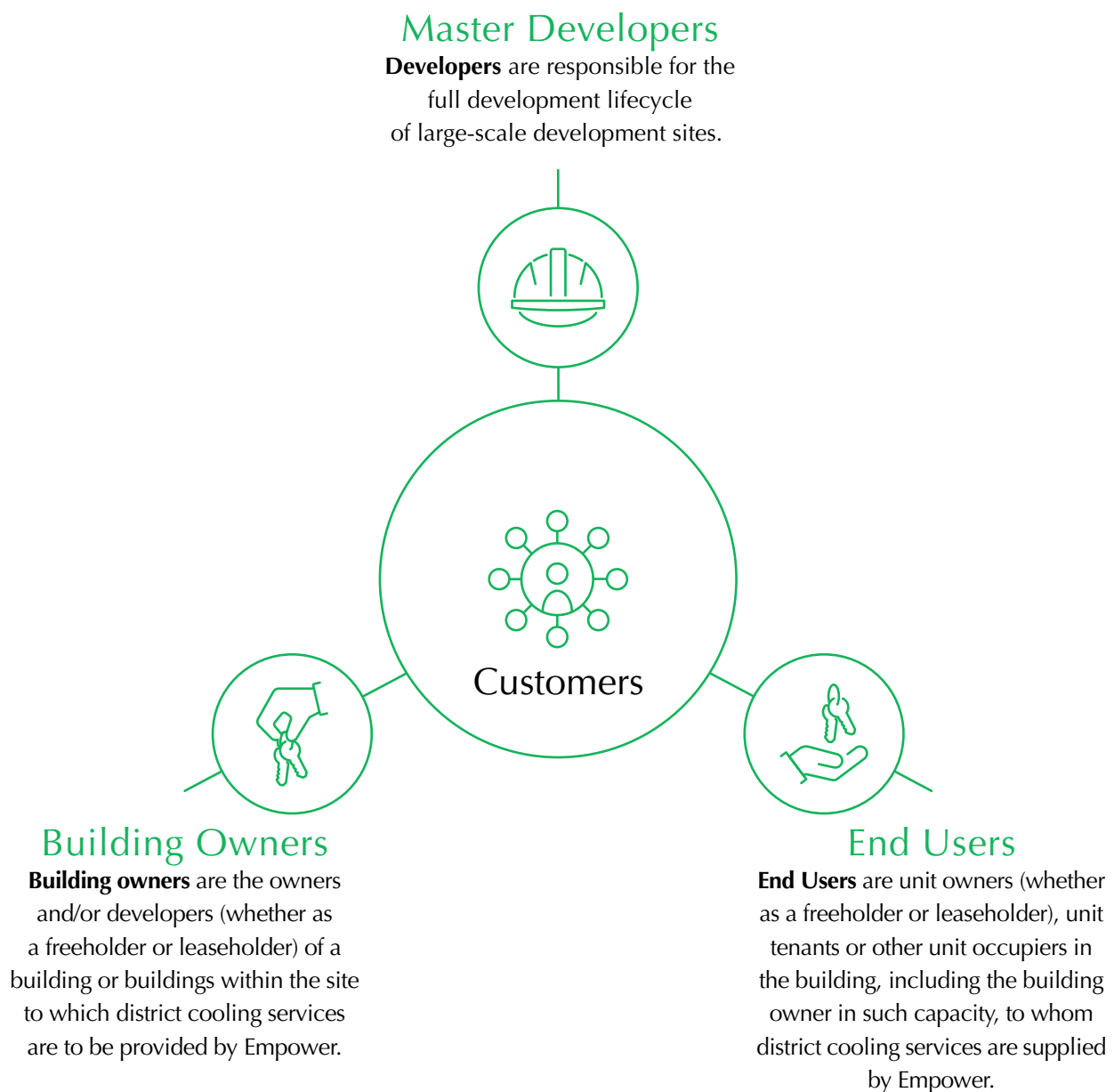
In addition, we participated in Sustainability Week in collaboration with the Dubai Chamber of Commerce. This initiative further enhanced our knowledge and skills in sustainability, ESG, and corporate social responsibility (CSR) through an online sustainability training platform provided by the Dubai Chamber of Commerce.



2.5 Stakeholder Engagement

At Empower, we make every effort to listen to the needs of our internal and external stakeholders to be able to respond to their diverse views, concerns, interests and recommendations. We engage with them in an open and transparent dialogue through various means and tools, ensuring that all their input and opinions are incorporated into our business decisions and long-term strategic thinking.

A key stakeholder group is our customers, which comprises master developers, building owners and end users.
















Stakeholder Type	Engagement Methods	Strategic Priorities	Empower's Response	Methods of Stakeholder Engagement
Employees	Digital platforms, leadership programmes, direct communication and recognition events.	Innovation culture, diversity and inclusion, safety and wellness, skill development and career progression.	Empower prioritises a diverse and inclusive workplace, focusing on employee well-being, safety and development through comprehensive training and health protocols. Regular events and recognition foster an innovative culture where employees feel valued and empowered.	Engagement surveys, transparent communication through leadership channels, inclusion councils, resource groups and learning programmes help us foster a positive and inclusive work environment.
Customers	Formal agreements digital channels, feedback surveys, branding exercises, customer service enhancements, forums and conferences.	Seamless digital experience, proactive service, green cooling solutions.	Empower commits to revolutionising customer service by enhancing digital platforms, training staff for proactive service and focusing on sustainable cooling solutions. Through active engagement in forums and conferences, Empower seeks customer feedback to continuously improve services and ensure environmental Sustainability and superior customer satisfaction.	Focus groups, branch interactions, customer feedback surveys, social media interaction and the corporate website help us maintain a responsive customer helpline to understand and meet our customers' needs.
Regulators	Regular meetings, policy forums, supervisory engagements and conferences.	Regulatory compliance, Sustainability commitment, technological innovation, energy efficiency and stakeholder collaboration.	Empower strengthens regulator engagement through digital platforms to align closely with evolving regulatory requirements. This approach includes utilising sophisticated digital tools for compliance and risk management. Empower leads in energy-efficient technologies and collaboration, enhancing regulatory partnerships and advancing national climate goals.	Regulatory exams, continuous monitoring of our adherence to industry standards and legal requirements, senior management meetings and attendance of regulator-driven events.



Stakeholder Type	Engagement Methods	Strategic Priorities	Empower's Response	Methods of Stakeholder Engagement
Shareholders and investors	AGMs, emails, investor conferences, non-deal roadshows, conference calls, corporate access through sell-side brokers, investor days and digital platforms.	Shareholder value, Sustainability reporting, governance.	Empower leverages a comprehensive digital engagement strategy, encompassing interactive sessions, detailed disclosures on financial performance and Sustainability as well as governance practices. This approach enhances transparency, builds shareholder trust and highlights the company's commitment to Sustainability and responsible governance.	Regular shareholder meetings, investor conferences, presentations and a dedicated investor relations team are important for ensuring transparency and alignment with stakeholder interests.
Society	Community initiatives, educational programmes, environmental campaigns and inclusive workforce practices.	Diversity and inclusion; gender equality; community-driven Sustainability efforts.	Empower fosters a diverse and inclusive workforce, supporting women and Emirati nationals. Empower's extensive CSR activities, including health and wellness partnerships, cultural and environmental campaigns and support for vulnerable groups underscore its commitment towards sustainable development and social empowerment and uplifting.	Community needs surveys and assessments, outreach programmes, philanthropic investments, civic memberships; volunteering, long-term partnerships with social agents demonstrate our commitment to supporting the communities where we operate.
Suppliers	Procurement processes, regular meetings and supplier audits.	Quality assurance, Sustainability in the supply chain, ethical conduct, environmental and social criteria.	Empower ensures high standards and Sustainability across its value chain, through rigorous selection and continuous assessment of suppliers.	Supplier assessments, performance reviews, codes of conduct and Sustainability criteria ensure high-quality service in line with our customer guarantees.








2.5.1 Sustainability Engagement and Materiality

Empower is committed to environmental, social and governance (ESG) principles and expects to continue maintaining its status as a leading district cooling services provider by achieving its ESG targets. In alignment with all the relevant national and international goals, visions and commitments, Empower is taking into consideration Dubai Financial Market's (DFM) Guidelines for ESG reporting, to ensure its core business remains in line with national goals towards climate mitigation. Abiding by the guidelines, reaffirms our pledge to promote Sustainability in capital markets in alignment with our commitment to the UAE vision, the Sustainable Development Goals (SDGs), the Sustainable Stock Exchanges (SSE) initiative, and DFM's Sustainability Strategy 2025.

Pillar	Topic #	Empower's response to the Topic	SDGs	
Environment:	1	Climate change mitigation and adaptation	Empower recognises the critical importance of climate change mitigation and adaptation in shaping its business management strategies and acknowledges the impact of its operational practices on the environment. Through strategic infrastructure enhancements, significant advancements in water management practices and a commitment to waste reduction, Empower demonstrates leadership in promoting Sustainability and environmental stewardship.	 
	2	Reducing carbon emissions	Empower is committed to reducing carbon emissions and reaching Net Zero plants by 2050, incorporating advanced technologies such as Variable Speed Drives (VSD) to minimise energy consumption and Greenhouse Gas emissions. These initiatives not only enhance operational efficiency but also ensure compliance with environmental regulations, reinforcing Empower's dedication to environmental responsibility and sustainable business practices.	
	3	Energy management and renewable energy usage	Empower emphasises the importance of energy management and renewable energy usage in its operations, aiming to achieve energy conservation and reduce environmental impacts. The adoption of innovative technologies and data-driven operational improvements, combined to utilise 100% renewable energy, highlight Empower's efforts to enhance energy Sustainability and support broader renewable energy initiatives.	 
	4	Water management	Recognising the significance of water management, especially in the context of Dubai's district cooling industry, Empower employs innovative water management strategies, including the use of Treated Sewage Effluent (TSE). These practices not only demonstrate Empower's commitment to sustainable water use but also contribute to water sustainability in the region.	

Pilar	Topic #	Empower's response to the Topic	SDGs
Social Capital	5	Human rights Empower acknowledges the significant issue of human rights as a fundamental norm in managing its business operations. It is committed to upholding and promoting dignity, fairness, equality, respect and independence, aligning with international human rights standards. Empower actively implements policies and practices to ensure these rights are respected in all aspects of its operations, reflecting its dedication to ethical business conduct and social responsibility.	
	6	Community engagement and development Empower's community engagement programmes significantly contribute to local communities' well-being and raise awareness about Sustainability. Empower views social development and community involvement as integral to the business. The company's operations and engagement strategies significantly contribute to social development and community well-being.	
	7	Customer welfare Customer welfare is a critical aspect of Empower's business operations. The company's activities and policies are designed to ensure the welfare of its customers by providing safe, efficient and environmentally Sustainable cooling solutions. Empower's commitment to customer satisfaction and welfare drives continuous improvement in service quality and operational efficiency.	
Human Capital	8	Employee skill development and well-being Empower's initiatives for employee skill development and well-being are highly effective, especially in the rapidly evolving energy sector. Through comprehensive training programmes and a focus on career progression, Empower enhances employee productivity and fosters innovation, ensuring that its workforce remains agile and capable of navigating industry changes.	
	9	Employee health and safety Employee health and safety are of paramount importance to Empower. The company's rigorous Health, Safety and Environment (HSE) strategies, including extensive training and risk management assessments, significantly contribute to safeguarding employee well-being, demonstrating Empower's commitment to creating a safe and productive work environment.	
	10	Employee engagement, diversity and inclusion Employee engagement, diversity as well as inclusion are crucial for the management of Empower's operations. The company's efforts to cultivate a diverse and inclusive work culture have positively influenced its organisational effectiveness, enhancing innovation, employee satisfaction and competitive success.	 

Pilar	Topic #	Topic	Empower's response to the Topic	SDGs
Business Model and Innovation	11	Access to capital	Access to capital is crucial for Empower and its customers, influencing the company's ability to invest in infrastructure and technology. Empower's financial strategy, including partnerships and efficient capital management, enhances its access to capital, supporting sustainable growth and innovation.	
	12	Supply chain management	Effective supply chain management is essential for Empower's operational success, efficiency and Sustainability. The company's strategic approach to supply chain management optimises costs, enhances service quality and supports sustainable practices.	
	13	Adapting to new technologies	Empower's business model highlights adaptation to new technologies and market trends, contributing significantly to its long-term Sustainability and market leadership. This adaptability fosters innovation and ensures competitiveness.	
	14	Long-Term management of assets	The long-term management of assets is critical for Empower's operational effectiveness, financial stability and service quality. The strategic asset management enables reliability and efficiency of services, supporting the company's Sustainability goals.	
Leadership and Governance	15	Business ethics, integrity, transparency and anti-bribery corruption practices	Empower's commitment to ethical practices and transparent governance is paramount, positively impacting stakeholder trust and corporate integrity. Empower places a high significance on ethical practices, integrity, transparency, anti-bribery and corruption measures, recognising them as fundamental to maintaining operational stability and stakeholder trust. The company's rigorous governance framework ensures accountability, fairness and adherence to ethical standards.	
	16	Renewable energy	Renewable energy is considered a material issue in managing Empower's business, reflecting the company's commitment to environmental Sustainability. Empower's strategic initiatives in integrating renewable energy sources underscore its role in promoting sustainable urban environments.	
	17	Competitive behaviour	Empower's market positioning and business management; enable the company to navigate the dynamic district cooling industry effectively. Empower's strategic approaches to competition support its growth and performance.	 
	18	Risk management	Risk management is a critical component of Empower's business operations, crucial for managing uncertainties and enhancing the company's resilience. The company's comprehensive risk management framework addresses potential opportunities and threats, ensuring sustained success.	

Pilar	Topic #	Empower's response to the Topic	SDGs	
	19	Responsible investment	Responsible investment, incorporating ESG factors into investment decisions, is a material issue for Empower. The company's approach to investment reflects its commitment to Sustainability, risk management and ethical governance.	
	20	Reputation, communications and awareness	Access to capital is crucial for Empower and its customers, influencing the company's ability to invest in infrastructure and technology. Empower's financial strategy, including partnerships and efficient capital management, enhances its access to capital, supporting sustainable growth and innovation.	 
Economy	21	Financial crisis economic effects	Economic and financial crises highlight concerns for Empower, signifying the importance of resilience and strategic planning in navigating challenging periods. The company's focus on Sustainability and operational efficiency supports its ability to withstand economic fluctuations.	
	22	Contribution to the economic development	Empower's contribution to Dubai's economic development through district cooling services is significant, enhancing the company's financial stability and growth prospects. The company's operations support Dubai's development goals and contribute to the broader economic context.	 
	23	Capital values	Capital values, encompassing various forms of capital, are material to Empower's business management. The company recognises the importance of managing and valuing different types of capital to design effective management systems and support sustainable growth.	

2.6 Alignment with Global, Regional and National Initiatives

Due to its strategic market position and global presence, Empower has been at the forefront of the international debate in promoting sustainable growth in cooperation with all relevant stakeholders at the international and regional levels. Our approach is to align our strategies and operations with the United Nations' Sustainable Development Goals (UN SDGs) as well as with all relevant regional initiatives that are linked to our strategic objectives and business operations.

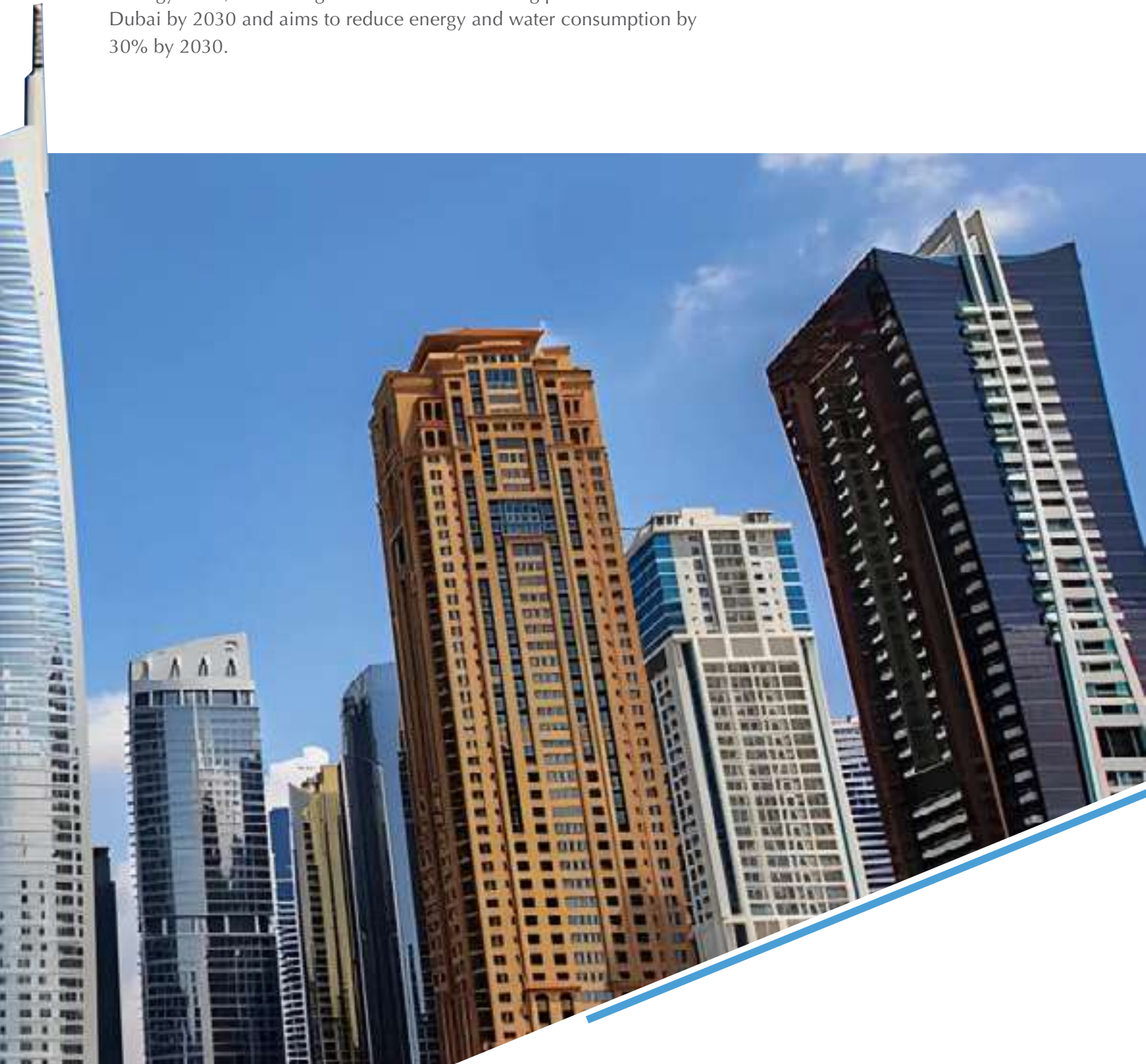
At the national level, the UAE attaches great importance to tackling climate change and environmental degradation by promoting sustainable growth, protecting the environment and investing in cutting edge technologies.





The country has launched various strategies and plans aimed at increasing investments in energy efficiency solutions and renewable energy projects, including the **UAE Energy Strategy 2050** and the **Dubai Clean Energy Strategy 2050**. These frameworks highlight the UAE's pivotal role in promoting the district cooling agenda globally.

Embracing the UAE's strategic initiatives, Empower is working towards enhancing energy efficiency within the district cooling industry. Our long-term strategic goals are in line with Dubai's commitment to sustainable development and clean energy.

Holding over 80% of Dubai's district cooling connected capacity, we have a unique ability to significantly impact the Dubai Supreme Council of Energy (DSCE) Dubai Demand Side Management (DSM) Strategy 2030, which targets a 40% district cooling penetration in Dubai by 2030 and aims to reduce energy and water consumption by 30% by 2030.



Alignment with National and Regional Initiatives

National and Regional Initiatives	Goals and Targets	Empower's Contribution
<p>"We the UAE 2031"</p> 	<p>Aims to translate the vision of His Highness the President of the UAE for the UAE's future into a tangible reality.</p> <ul style="list-style-type: none"> • All institutions in the UAE will work to fulfil it, leading to the achievement of the UAE Centennial Plan 2071 and the principles of the 50. • 4 National priorities representing the main sectors of interest, with clear focus areas and measurable targets. 	<p>Empower contributes to human development and national goals through:</p> <ul style="list-style-type: none"> • Job creation, training and professional development and youth empowerment. • Fostering the Diversity, Equity and Inclusion (DEI) agenda through its diverse group of employees comprised of 27 nationalities across a varied age group.
<p>Dubai Economic Agenda D33</p> 	<ul style="list-style-type: none"> • Launched in 2023, it is a comprehensive strategy aimed at ensuring sustained economic growth, diversification and global competitiveness. The "D33" agenda includes innovative projects that will drive sustainable economic growth through innovative approaches and pledge to double GDP by 2033, making Dubai the fastest, safest and most connected city in the world. By focusing on innovation, Sustainability, infrastructure and human capital, Dubai aims to solidify its position as a leading global economic centre, attract significant foreign investment as well as provide a high quality of life for its residents. 	<ul style="list-style-type: none"> • Policies in place to ensure gender equality regarding recruitment and promotion.
<p>UAE Net Zero by 2050 Strategic initiative</p>	<ul style="list-style-type: none"> • The national drive to achieve Net-Zero emissions by 2050, making the Emirates the first Middle East and North Africa (MENA) nation to do so. • The initiative aligns with the Paris Agreement, which calls on countries to prepare long-term strategies to reduce Greenhouse Gas (GHG) emissions and limit the rise in global temperature to 1.5 C compared to pre-industrial levels. 	<ul style="list-style-type: none"> • 3.1 Million RT overall project footprint in terms of capacity. • Continuous investment in rendering district cooling that is more advanced and energy-efficient.
<p>National Climate Change Plan of the UAE 2017–2050</p>	<ul style="list-style-type: none"> • The primary objectives are to manage Greenhouse Gas (GHG) emissions while sustaining economic growth. • Minimise risks and improve capacity of adaptation to climate change and enhance the UAE's economic diversification agenda through innovative solutions. 	<ul style="list-style-type: none"> • Efficient cooling is a key pillar of the national growth strategy and our goal is to reach a cooling capacity of 1.8 million RT by 2027.
<p>UAE's Green Agenda</p>	<p>The agenda has the following 5 objectives:</p> <ol style="list-style-type: none"> 1. Competitive knowledge economy. 2. Social development and quality of life. 3. Sustainable environment and valued natural resources. 4. Clean energy and climate action. 5. Green life and sustainable use of resources. <p>Amongst others, the agenda's aim is to reduce the country's emissions to less than 100 kilowatt-hours.</p>	<ul style="list-style-type: none"> • Plan to use Renewable Energy in District Cooling Plants by 2050. Sponsorship of events that encourage environmental protection as well as raising societal and institutional awareness on the importance of reducing energy and water consumption. • "Set and Save 24°C" summer campaign amongst customers and consumers aimed at reducing energy use and cutting costs. • Encouraging participation on "Earth hour".

Alignment with National and Regional Initiatives

National and Regional Initiatives	Goals and Targets	Empower's Contribution
UAE Integrated Waste Management Strategy 2021-2041	<p>The Strategy encourages innovation in waste management, recycling and energy conversion.</p> <ul style="list-style-type: none"> • Seeks to implement long-term projects by providing practical solutions to environmental challenges in line with the environmental objectives outlined in the government's agenda. • The UAE has set an ambitious target to recycle 75% of its municipal solid waste. 	<ul style="list-style-type: none"> • Supporting the "World Refrigeration Day" which aims to raise awareness and understanding amongst the public of the significant role that refrigeration and the air conditioning industry and technology play in modern life and society.
UAE Water Security Strategy 2036 Water	<ul style="list-style-type: none"> • Aims to ensure sustainable access to water during both normal and emergency conditions. • Aims to reduce the total demand for water resources by 21%. • Increase the water productivity index to USD 110 per cubic meter, reduce the water scarcity index by 3 degrees and increase the reuse of treated water to 95% • Increase national water storage capacity by up to 2 days. 	<p>Successfully contributed to the recycling of over 400 kg of plastic bottles, more than 1500 kg of paper (including shredded papers and cartons) and more than 900 kg of electronics.</p> <p>8.3% of usage of recycled water in our plants.</p>
Dubai Integrated Energy Strategy 2050	<ul style="list-style-type: none"> • Aims to secure a sustainable supply of energy in the Emirate by putting district cooling at the forefront of energy initiatives. • Sets plans to generate at least 5% of its power from renewable energy by 2030. • District cooling forms a central pillar of the Dubai Integrated Energy 2030 plan. • A target is set of 40% of Dubai's cooling via District Cooling Services by 2030. • Longer-term target to achieve 100% clean energy by 2050. 	<p>Empower's use of Thermal Energy Storage (TES) systems are effective tools for managing high electricity demand during peak hours.</p> <p>Empower's goal is to achieve Net Zero plants by 2050, utilising 100% renewable energy and recycled water for district cooling, as per the Dubai Energy Transition plan.</p>
Dubai Clean Energy Strategy Dubai Energy Transition Plan	<ul style="list-style-type: none"> • Aims to produce 75% of its energy requirements from clean sources by 2050. • The strategy also aims to make Dubai a global centre of clean energy and a green economy. • It consists of 5 main pillars: infrastructure, legislation, funding, building capacities and skills in addition to environment friendly energy mix. 	<p>Empower caters to the vital sectors in the Emirate of Dubai, as it provides district cooling services to more than 66% of the residential buildings and 14% of the commercial buildings in Dubai.</p>
Dubai 2040 Urban Master Plan	<ul style="list-style-type: none"> • Promotes sustainable development and a 100% green vision for Dubai. • Promotes an increase in renewable energy share usage of 25% by 2030. • Projects an increase in land areas for hotels and tourism by 134% by 2040 and an increase in residents and daytime population to 5.8 million and 7.8 million, respectively by 2040. 	<p>The hospitality sector's share is 13% and the healthcare sector accounted for 2%, with the remaining 5% distributed among the education, entertainment, retail sectors and others.</p>

Empower is active on multiple global forums and conferences which promote sustainability programmes.

Key partner of the “**District Energy in Cities initiatives**”, special advisor on district cooling to the United Nations Environment Programme (UNEP).



Key partner in the **Cool Coalition initiative** launched by the UNEP.

Collaboration with the **American Society of Heating, Refrigerating and Air-conditioning Engineers (ASHRAE)** to develop industry-wide standards for district cooling companies and their suppliers.



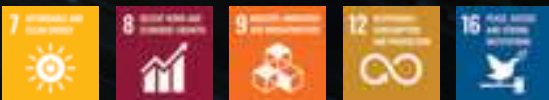
2.7 Moving Forward

Empower is dedicated to fully integrating Sustainability into its business decisions, daily operations, and long-term strategy, in alignment with national, regional, and global visions. Our strategic objective is to expand into new markets while continuing to promote district cooling as an energy-efficient solution. At the same time, we aim to meet the growing regional demand by increasing production capacity, reducing costs, and improving energy efficiency through the deployment of the most advanced technologies, all while adhering to the highest standards of efficiency and quality, as per our Sustainability principles and targets.



3

Governance and Responsible Business Practices



3.1 Our Approach

Empower places the utmost importance on its governance model and business conduct. Our goal is to continuously enhance our business performance by adhering to the highest quality and ethical standards. We ensure full compliance with all applicable laws and regulations while striving to cultivate a culture of transparency and accountability. This approach underscores our commitment to ethical business practices and integrity in all our operations.

Key Highlights



1.57 million
RT connected
capacity

AED 3.26 billion
total revenues



97.26%
customer
satisfaction rate

7 Awards

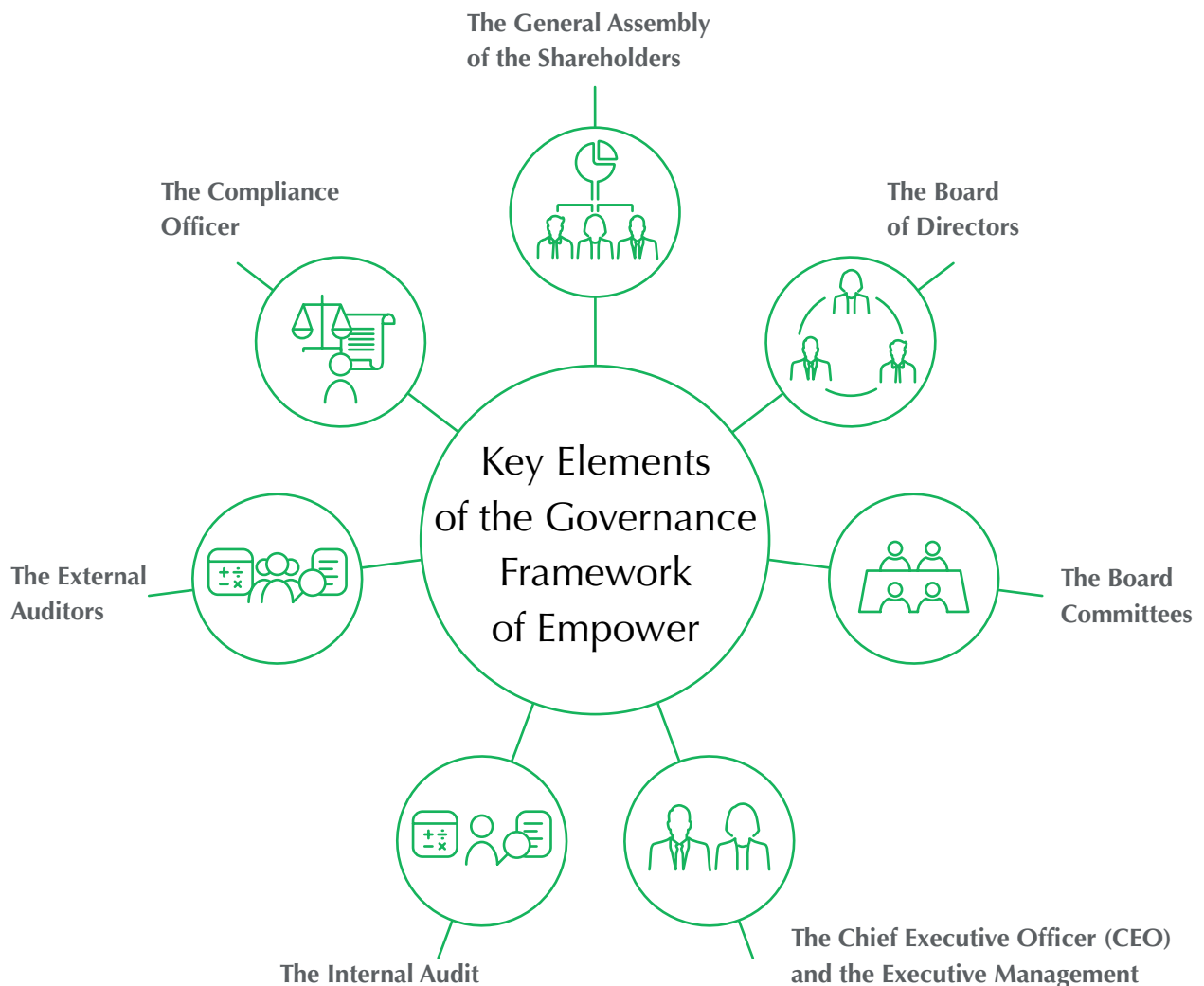


DFM Metrics

E8.3, E8.4, G1.1, G1.2, G2.2, G4.1, G5.1, G6.1

3.2 Corporate Governance Structure and Framework

Empower's corporate governance framework comprises its governing bodies along with the associated corporate governance policies and procedures. These elements define the competencies and responsibilities of the bodies and the corporate governance rules and practices that the company follows. This structure aligns with relevant laws, regulations and international benchmarks as well as best practices. Our framework enables us to conduct our operations efficiently and to strengthen relationships with stakeholders. It is built upon the core values of accountability, responsibility, fairness, transparency and disclosure, ensuring that every aspect of our business reflects these principles.



3.2.1 Our Shareholders

Our 2 major shareholders are:

- Dubai Electricity and Water Authority PJSC (DEWA)
- Emirates Power Investment LLC



Our shareholders elect the members of the Board and the external auditors as well as approve required resolutions at the Annual General Meeting (AGM), such as adoption of the consolidated financial statements, approval of the Board of Directors remuneration, distribution of profits, etc.

3.2.2 The Board of Directors


The Board Charter and the Board Committees Charters outline the organisation and responsibilities of both the Board and its committees. The Board and its committees are responsible for the overall strategic direction, the development and implementation of the framework for risk management, internal control and compliance, supervision and control of the Group and the appointment of the CEO. The Board also supports the management team in delivering sustainable value to shareholders and stakeholders.

The Board currently consists of 7 members who have been appointed for a term of 3 years on 14 October 2022. The chair of the highest governance body, namely the Board of Directors is the Chairman of the Board.

Composition of the Board of Directors (31.12.2024)

Role	Name	Relationship	Independent	Age	Gender	Tenure (years)
Chairman of the Board	H.E. Saeed Al Tayer	Non-Executive	NO	65	Male	14
Member	Mr. Hussain Lootah	Non-Executive	NO	56	Male	18
Member	Mr. Nasser Lootah	Non-Executive	NO	61	Male	14
Member	Mr. Amit Kaushal	Non-Executive	NO	41	Male	3
Member	Mr. Issam Kazim	Non-Executive	YES	48	Male	3
Member	Mrs. Fatma Belrehif	Non-Executive	YES	40	Female	2
Member	Mr. Majed Al Joker	Non-Executive	YES	54	Male	2

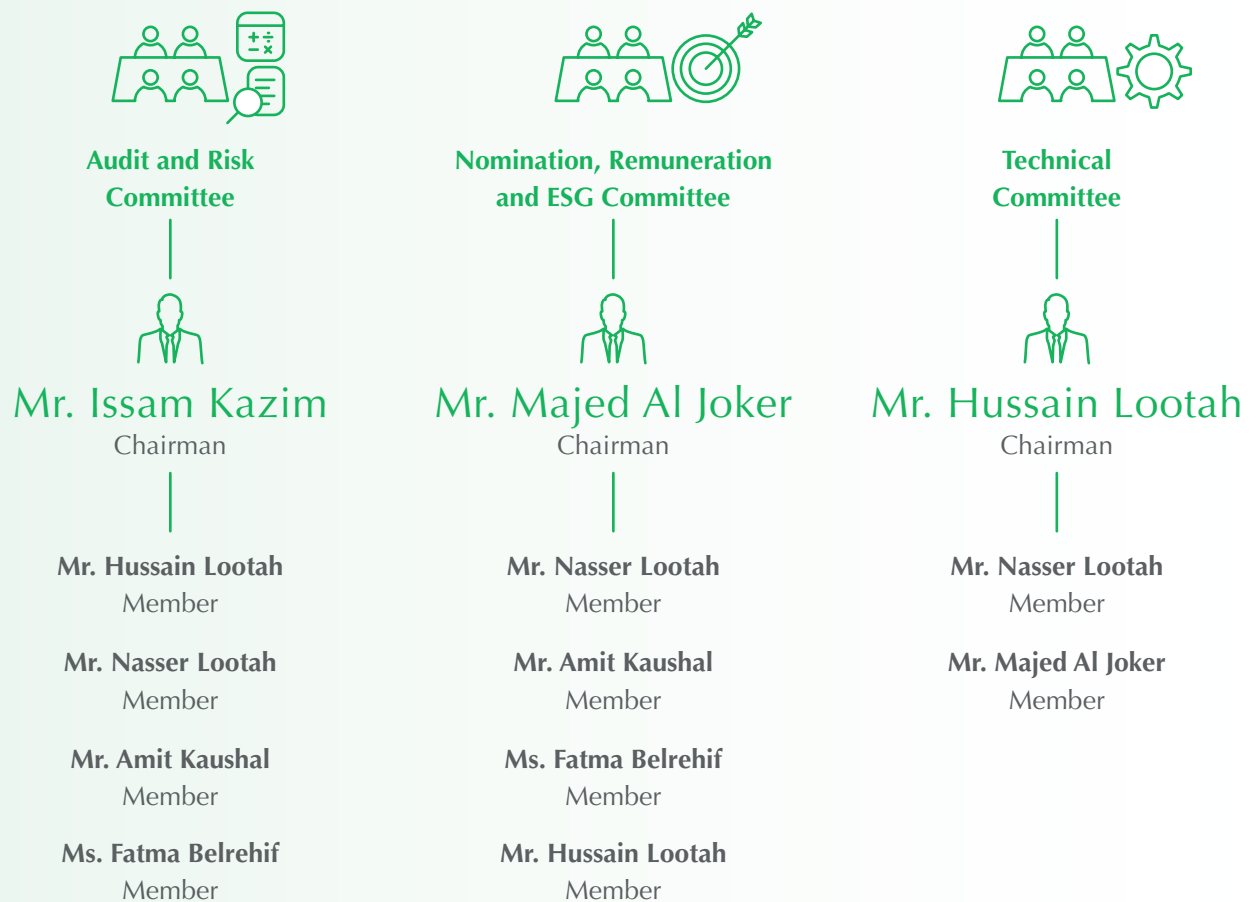
3.2.3 The Board Committees

Audit and Risk Committee (ARC)	Nomination, Remuneration and ESG Committee (NR and ESG)	Technical Committee
		
<ul style="list-style-type: none"> • Assists the Board in discharging its responsibilities concerning corporate governance, internal control, risk management, financial reporting, external and internal audits, advising on the appointment of the external auditor, etc. • It must be comprised of at least 3 members who are non-executive directors and have knowledge and expertise in financial and accounting matters of whom at least 2 members must be independent. • One of the independent members must be appointed as the chairperson of the committee. 	<ul style="list-style-type: none"> • Assists the Board in discharging its responsibilities concerning the composition of the Board and its committees. • Assists the Board in determining its responsibilities concerning remuneration, including making recommendations to the Board on the company's policy on executive remuneration and reviewing and overseeing the company's ESG strategy and objectives. • Is responsible for evaluating the balance of skills, knowledge, experience, size, structure and composition of the Board and its committees and in particular for monitoring the independent status of the independent non-executive directors. • It must be comprised of at least 3 members who are non-executive directors, of whom at least 2 members must be independent. One of the independent members must be appointed as the chairperson of the committee. 	<ul style="list-style-type: none"> • It assists the Board with its responsibility to oversee technical, project and operational matters arising as part of the company's ordinary course of business and in this regard, to review, evaluate, endorse/provide recommendations on such matters, following the company's approved Delegation Of Authority (DOA), constitutional documents and prevailing policies and as may be directed by the Board from time to time.

The Board of Directors has set up a specialised committee entitled "Nomination, Remuneration and ESG committee" to develop a strategy, goals and subsequent policies on sustainable development and reporting. There is a separate and dedicated team for Sustainability development and reporting.

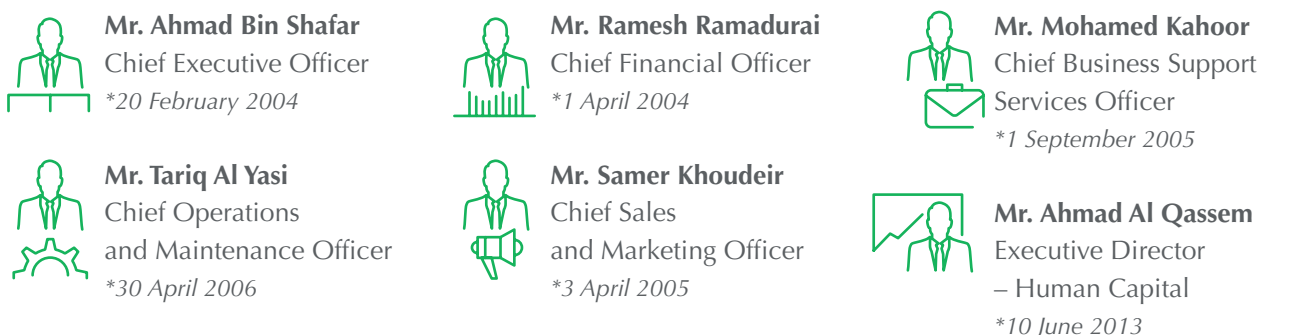
The Board appoints the members of the Audit and Risk committee, the Nomination, the Remuneration and ESG committee as well as the Technical committee:

Composition of the Committees (31.12.2024)



3.2.4 The Management Team

The management team is responsible for the day-to-day operational management of the company's business and for developing and implementing its subsequent business plans. It consists of the following members:



**Date of Appointment*

3.3 Our Organisational Structure

Empower's organisational structure defines the structure of the company, the responsibilities and authority of the Board, its committees and executive management within the company, as well as the relevant reporting procedures.



2024 Achievements

- Enhanced our Corporate Governance framework by adopting new policies, and conducting an impact analysis of the revised Corporate Governance Guide, followed by the implementation of necessary actions.
- Recomposed the Audit Committee and the Nomination, Remuneration & ESG Committee in line with requirement of amendments to Corporate Governance Guide.
- Initiated the implementation of Internal Control over Financial Reporting (ICOFR), in line with the Securities and Commodities Authority (SCA) recommended Committee of Sponsoring Organizations of the Treadway Commission (COSO) framework.
- Initiated implementation of Enterprise Risk Management in line with ISO 31000: 2018.
- Initiated implementation of a Compliance Program in line with ISO 37301:2021.

3.4 Business Ethics, Integrity, Transparency and Anti-Bribery Corruption Practices

Empower conducts its business operations under the most ethical and responsible manner following best practices. Under this context and making the effort to go beyond the law, we develop, implement, review and update a set of policies that enable us to manage risks and achieve our Sustainability targets.

3.4.1 Compliance Framework

Empower strives to promote a culture of compliance, ethics and transparency, beyond and above regulatory requirements, in alignment with the company's corporate values, the highest standards and best practices. Being a Government of Dubai entity, it is imperative to ensure compliance with a wide range of strict national policies and regulations.

Key Policies	Description
Code of Conduct	Defines the company's purpose, culture, values and behaviours that all employees are required to follow, including adherence to all relevant laws, regulations and policies.
Insider Dealing Policy	Defines the principles and procedures for dealings in the company's shares by its employees and insiders possessing material information.
Whistle-Blowing Policy	Enables employees and other stakeholders to voice their concerns related to any suspected fraud, wrongdoing or unethical conduct that may bring disrepute to the organisation or cause financial loss. (Refer: https://www.empower.ae/contact-us/whistleblowing/).
Delegation of Authority (DOA)	Defines authority matrix for the management and the Board of Directors.

Empower has established a Business Ethics framework and a set of anti-bribery policies, including a Whistle-Blower programme to respond to internal violations and illegal acts regarding human rights that could harm working relations and the company's reputation.

3.5 Risk Management and Resilience Planning

The timely and accurate identification of potential and imminent risks that could significantly impact Empower's business activities is crucial for long-term strategic planning and ensuring the continuity of the company's operations. In this context, Empower utilises a unified platform that consolidates all risk types associated with different departments, along with their respective control measures to mitigate those risks with the view to ensuring compliance and enhancing the company's resilience across all operational areas.

3.6 Internal Audit

Empower maintains a robust Internal Audit department responsible for conducting audits across various processes as agreed upon with management. Additionally, the Integrated Quality, Health, Safety and Environment (IQHSE) team performs internal audits across all departments, projects and DC plants.

These audits are essential for ensuring compliance with Empower's Quality, Health, Safety and Environmental (QHSE) policy. This dual layer of auditing underscores our commitment to maintaining high standards of operations and adherence to established policies.

In 2024, the Internal Audit department conducted:

29 Reviews consisting of:



- The reviews covered critical business processes and high-risk areas based on the risk assessment conducted by the Internal Audit department.

- The control improvements and gaps identified have been reported to the Audit and Risk committee, and the management.

- The corrective actions are being taken to address the audit findings.

During the year 2024, the Internal Audit department issued 3 quarterly reports to the Audit and Risk committee that included the key audit observations, implementation status of action plans and updates on the audit plan.

In 2024, there were no violations committed.

3.7 Integrated Management System

Empower's business model is designed on an integrated platform to ensure quality, health and safety, environmental information security as well as business continuity. Our integrated management system helps us monitor our processes while, ensuring the highest quality across our operations, products and services.

In alignment with international standards, our **Integrated Management System (IMS)** is developed and certified for:

Information Security
Management System
ISO 27001:2022

Occupational Quality
Management System
ISO 9001:2015







Health and Safety
Management System
ISO 45001:2018

Environment
Management System
ISO 14001:2015

3.8 Cybersecurity





Empower is committed to ensuring the safety of the sites, operations, assets as well as our people from any potential threat, attack or exposed risk. Our defense in-depth strategy leverages multiple security measures addressing the security vulnerabilities related to hardware, software and people. Under this context, we operate several security solutions and measures that address the demanding requirements of our networks and systems and protect us from malicious activities and other threats, such as:

- Next generation Antivirus and Endpoint Detection and Response (EDR) _____  for the protection of the endpoints.
- Periodic cyber security training for employees. _____ 
- Regular monitoring of IT systems for protection against any _____  potential attacks.
- Periodic assessment of IT systems against vulnerabilities. _____ 

3.9 Data Privacy

Empower ensures the secure collection, storage, management and processing of personal data from our customers or various stakeholders and prevents accidental loss or destruction and unauthorised and/or illegal data access use, modification or disclosure.

Towards that direction:

- Customer information is collected for a defined purpose and only with _____  our customer's consent.
- Information is used only for the specific purpose for which the _____  information is collected and the information is stored, accessed and controlled for limited use.
- No customer information is stored in any gateway service provider _____  such as payment gateways.
- The channel used for collecting customers' information is protected _____  using appropriate encryption methodology.

3.10 Supply Chain Management: Criteria and Collaboration for Sustainability

Empower recognises the growing importance of value chains on its business and their impact on the environment and society. To address this, we actively collaborate with all our partners and suppliers through our procurement department to accelerate the integration of social and environmental criteria into our purchasing and procurement policies, ensuring that our business practices promote Sustainability and positive social impact.

At the pre-selection phase:

We screen suppliers and service providers against

-  Quality
-  Health
-  Safety
-  Environmental Standards

We take into consideration and evaluate

-  Technical
-  Financial
-  QHSE

and other legal compliance elements before the supplier or service provider is qualified to submit proposals to deliver products or services.

Only the suppliers and service providers who score

above 70% of the QHSE rating in the pre-qualification evaluation stage are selected to the next stage of the procurement process.

AED
470,020,072
value of locally
sourced supplies



64
local suppliers

Incorporation of Sustainability into our procurement practices through:



Supplier Selection



Supplier Collaboration



Transparency and Traceability



Risk Assessment

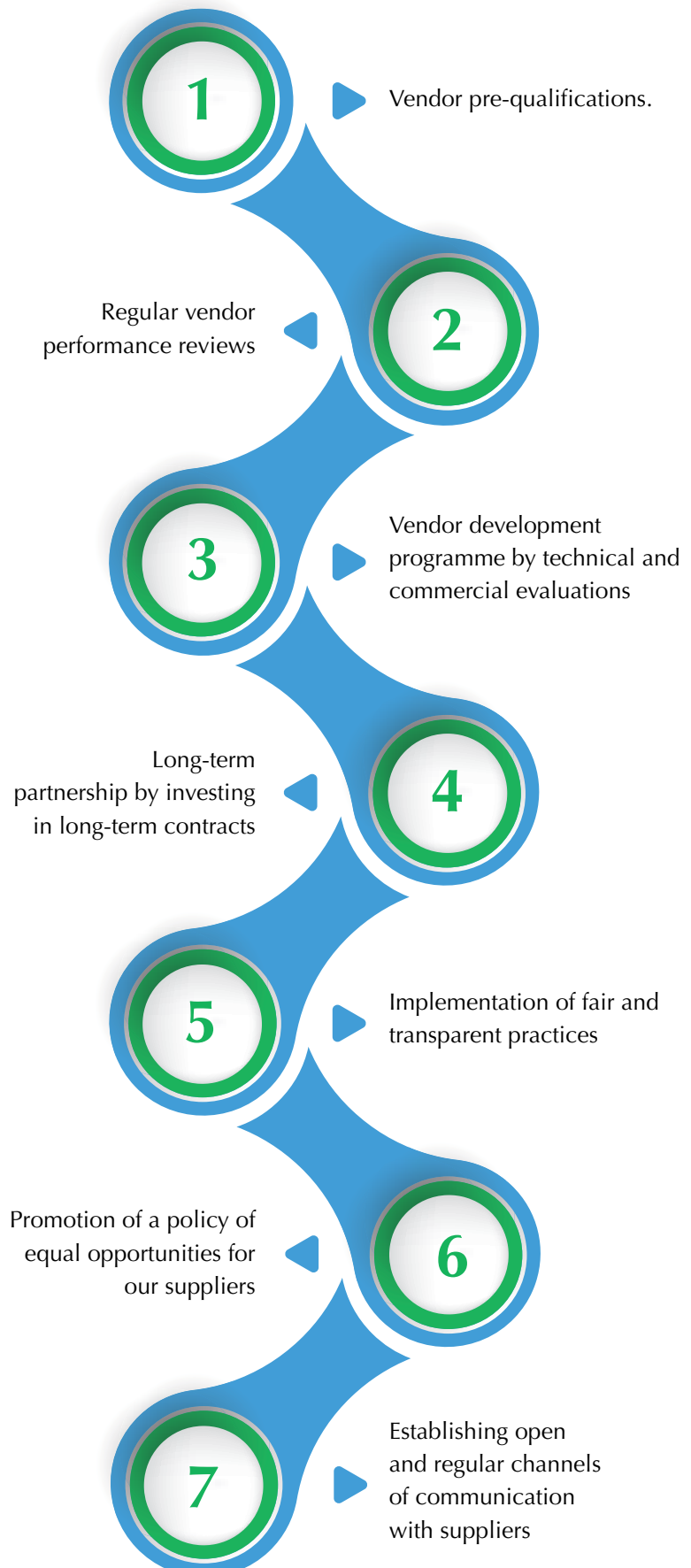


A Continuous Effort for Improvement

3.10.1 Local Supply Chain Development

In alignment with the UAE vision and Sustainability priorities, Empower makes every effort to support the local economy, giving thus precedence to local suppliers with the view to promoting local employment especially amongst the youth, reducing emissions and strengthening collaborations with the local community.

Best practices regarding the selection of suppliers following social and environmental criteria:



3.11 Customer Satisfaction

Empower’s goal is to build long-term relationships of trust with all customers and clients and be able to offer the best customer service through a robust and solid set of systems and policies.

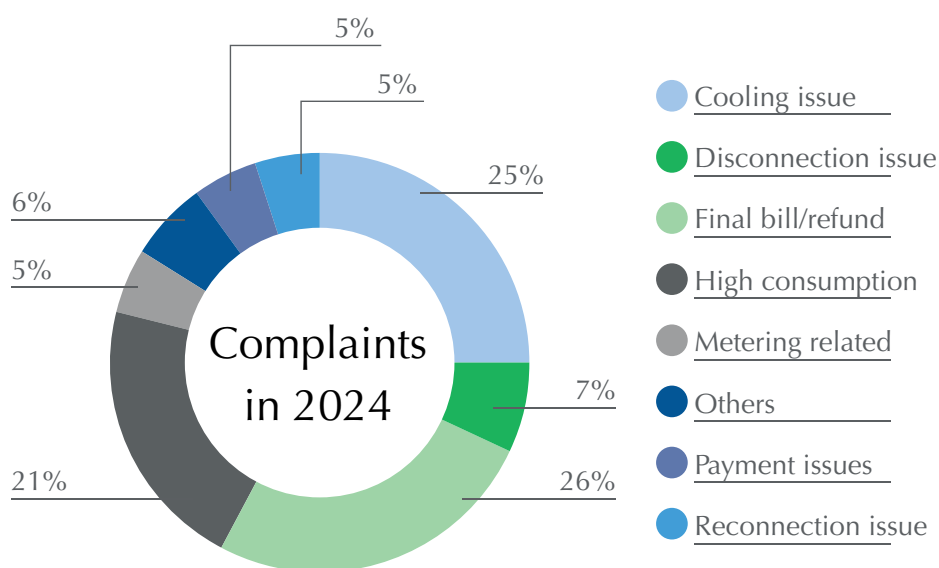
Receiving feedback from our customers is crucial for improving our offerings, services and solutions. Under this context, we utilise numerous tools such as surveys, polls and engagement programmes to communicate with them regularly.

During this reporting period:

We received a

97.26%
Customer Satisfaction Rate
from 845 responses

110
Complaints Registered

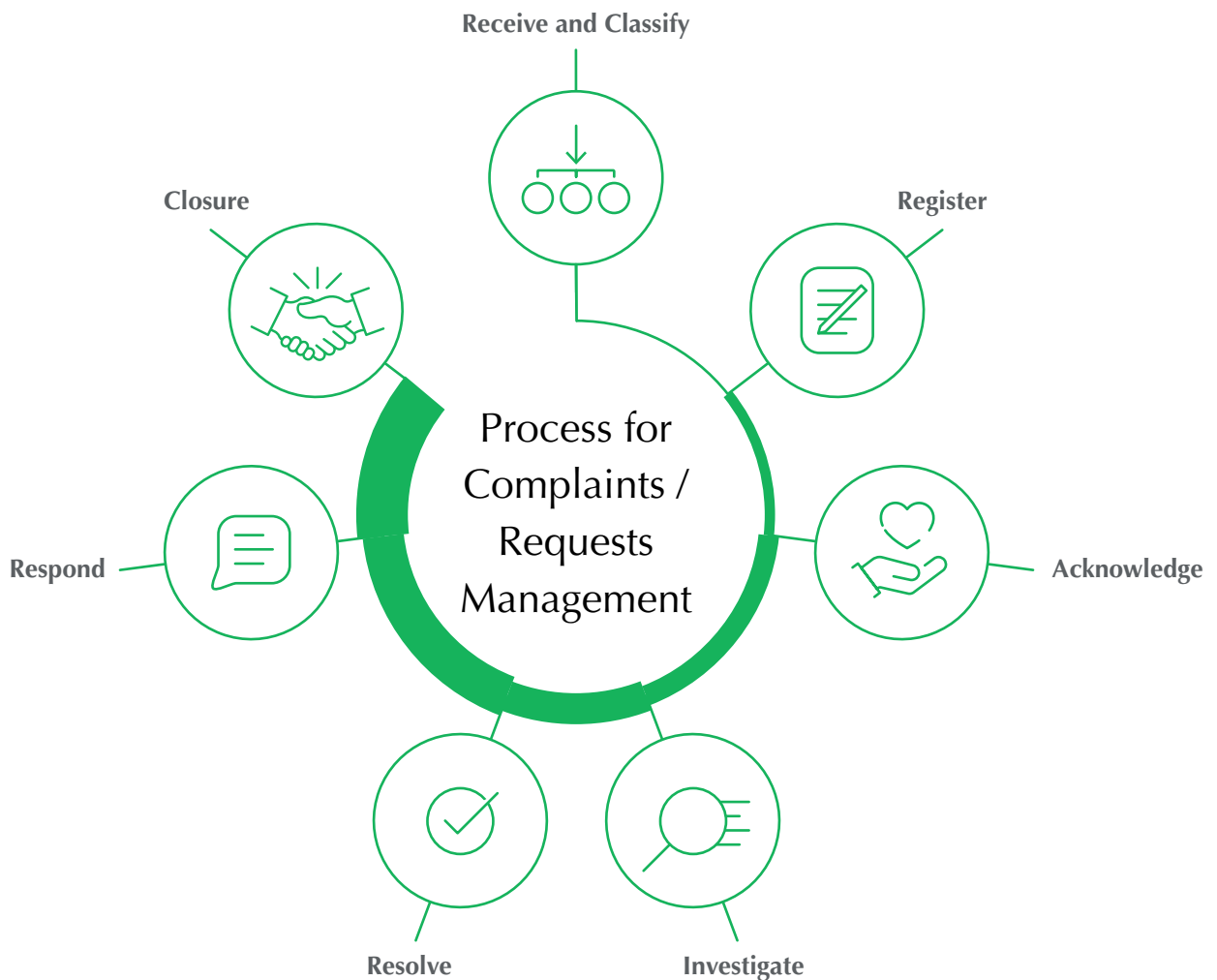


Empower's Online Complaint Management System

Empower maintains a unique online system for managing all end-user complaints and requests as the system helps both the customers and the company to resolve all issues quickly and hassle-free.

System Benefits:

- Manages the escalation process within involved departments better.
- Ensures transparency and ongoing communication as all customer requests are officially registered through the online system and generate a tracking number for the customer, confirming through SMS and an email once their request/complaint is resolved.
- Facilitates monitoring and improvement as case management reports are generated upon the completion of the process and recorded for future reference.



Under this framework, we also conduct numerous outreach programmes and campaigns toward customers and clients with the view to strengthen relationships and enhance trust.

Examples include:



Customer handouts and fliers about energy-saving techniques, financial and billing literacy as well as other customer-centric activities through customer care centres and call centres.

Arranging district cooling technology knowledge sharing through publication of manuals, standards and arranging plant visits.

Organisation of targeted meetings to address the concerns of targeted customers and building owners.

Active participation in Water, Energy, Technology, Environment Exhibition (WETEX), International District Energy Association (IDEA) and American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) conferences.



3.12 Accelerating Digitalisation to serve our Customers

Empower is committed to accelerating digitalisation across our business, namely in our operations and services, with a strong focus on customer-centric solutions. This strategic emphasis aims to enhance productivity, achieve greater efficiency and streamline overall operational performance. By investing in digital technologies, we are better equipped to respond to customer needs promptly and improve our operational agility, ensuring sustained business growth and customer satisfaction.

Throughout the years, we have seen a remarkable increase in the number of customers from both corporate and individual segments, using our various electronic services.

Key Highlights

888,860

digital bill payments in 2024, reflecting a 10% year-over year increase.

By

Approving more NOC applications,

we are making it easier for consultants and contractors to get the approvals they need, which can save them time and effort and help to avoid violations, damages and fines.

11% increase

in electronic registrations in 2024 compared to 2023.

43,802

Approved Applications for NOC services in 2024.

Our various electronic payment channels are supported by a

network of strategic partners

including banks and financial institutions.



3.13 Moving Forward

Moving forward, Empower's goal is to continue strengthening its organisational structures, management systems, and corporate governance frameworks by incorporating Sustainability principles into its overall processes and policies. In this regard, we are committed to prioritising our clients and customers by offering customer-centric solutions, accelerating digitalisation across our operations and services, and further enhancing our auditing processes as well as our security and data privacy policies at all levels. Simultaneously, we remain focused on integrating social and environmental criteria into our purchasing and procurement policies, creating a positive impact for our communities throughout our value chains.



4

Environmental Stewardship



4.1 Our Approach

Empower recognises the significance of climate change and its impact on our business. Our goal is to mitigate the effects of climate change through our distinct and innovative cooling solutions while ensuring our operations are resilient and pose no harm to the environment. Therefore, we champion eco-innovation and focus on green technological innovation, water conservation, energy efficiency and the reduction of carbon emissions.

Key Highlights

8.3%  recycled water use

1,316,721.2 tons
of CO₂e

**Net
Zero
Plants** 

Goal to Achieve by 2050

**Set and Save
24°C**
11th year campaign

**LEED Gold
Award**
for Business Bay 05
District Cooling Plant

14.2 tons
of waste recycled

DFM Metrics

E1.1, E1.4, E3.1, E3.2, E4.1, E4.2, E4.3, E5.2, E6.1, E6.2, E6.3, E6.5, E6.6, E7.1, E7.2, E7.3, E7.5, E8.1, E8.2, E8.4, E9.1, E9.4, E9.6

4.2 Climate change mitigation and adaptation

Empower is closely monitoring national and international developments to advance the global climate change agenda, aligning its long-term goals with the UAE's Net Zero 2050 strategy. Simultaneously, the company is streamlining all existing processes to better adapt to the risks and challenges posed by climate change.

4.2.1 Climate Change Mitigation and District Cooling

Empower's business model supports climate mitigation by championing energy efficiency solutions. Given the environmental challenges in the UAE, our district cooling systems are significantly reducing energy consumption compared to traditional air conditioning methods. This enhances urban Sustainability by transforming city districts into greener, smarter areas. By boosting energy efficiency and lowering emissions, district cooling plays a key role in helping the UAE and the broader region achieve its sustainability goals and the ambitious targets outlined in the UAE's National Vision and the National Climate Change Plan.

Simultaneously, Empower aims to operate Net Zero plants through innovative Sustainability practices and initiatives, including the use of renewable energy and recyclable materials. The company ensures all equipment is energy-efficient and is transitioning its vehicle fleet to electric.

4.2.2 Climate Adaptation

Climate change is expected to increase the frequency and severity of extreme weather events such as heat waves, storms and floods. For district cooling systems, this necessitates designing or upgrading components such as cooling towers, chillers and distribution networks to endure these conditions. Understanding future climate scenarios and their potential impact on operations is essential. Through regular risk assessments and adaptive planning, Empower can anticipate and mitigate the effects of climate change.

Goals to Achieve Net Zero Plants by 2050

100% usage of
Renewable Energy in District Cooling Plants by 2050

Committed to increasing the use of
Recycled Water in our district cooling plants

All the equipment of District Cooling Plants shall be

Energy-Efficient by 2040

100% usage of
Electrical Vehicles for company transports by 2040

Implementing
Innovative Initiatives in Sustainability






4.3 Managing Asset Resilience

Empower emphasises world-class management throughout the entire asset life cycle—from acquisition and installation to disposal, while considering all climate-related risks. This approach incorporates robust maintenance, reliable asset processes, ongoing operational checks and comprehensive training for the workforce.

Asset Acquisition and Initial Setup/Commissioning	Asset Operation and Maintenance	Asset Disposal
<ul style="list-style-type: none"> • Maintenance, reliability and lifecycle requirements of stakeholders involved in procurement, commercial and project departments. • Requesting services and quotes as well as effectively selecting vendors that meet the long-term Sustainability and reliability needs for cooling system assets. • Goals for resilience are shared with vendors and third parties. 	<ul style="list-style-type: none"> • Actions such as preventative, corrective and predictive maintenance and testing aim to prolong the asset's life. 	<ul style="list-style-type: none"> • Evaluating the condition of assets. • Assessing their aging. • Safely dismantling plants. • Disposing of assets in an environmentally safe manner.

Empower employs advanced systems and strategies to ensure that its equipment and services operate smoothly and efficiently, utilising a combination of cutting-edge technology and dedicated teams, to maintain effective system operation and promptly address any issues while guaranteeing that assets remain reliable and efficient.

Empower incorporates systems and practices such as:

- Automated Maintenance Systems (AMS). 
- Enterprise Resource Planning (ERP). 
- Corrective Maintenance Systems (CMC). 
- Planned Preventative Maintenance (PPM). 
- Corrective Maintenance Teams (CMS). 
- Failure analysis with corrective actions. 

All the above tools and systems help us manage and integrate all the important components of our business, streamline our processes, maintain operational efficiency, reduce costs and ensure safety and compliance while remaining prepared to respond quickly and efficiently to any equipment failures and unexpected breakdowns and or any type of crisis that might arise.

Tools such as QlikSense enhance business intelligence reporting, allowing detailed analysis and reporting on asset performance. Additionally, proactive maintenance, monitoring by the Command Control Centre (CCC), and operational monitoring track energy use and other crucial metrics to assess system efficiency and swiftly respond to any significant changes.

Actions to ensure System Resilience across our Operations:

Risk Planning and Contingency Planning Process, for Risk Identification, Risk Assessment and Ranking and Mitigation/Emergency Planning

District cooling plant design includes extra parts and backup systems to ensure continuity and high resilience.

Leak detection risks are mitigated by a dedicated network leak detection team.

Planning for system redundancy in plants, networks and metering systems.

24/7 available mobile chillers connected to a network in case of massive plant asset failures such as storms and large-scale disruptions.

Use of refrigerant leak detection units installed with chiller units to detect groups of refrigerant gases in plants.

Effective usage of Thermal Energy Storage Systems (TES).

Underground pre-insulated piping protects against any possible damage from storms and earthquakes.

Use of extensive chemical programme for cooling tower water conservation and elimination of bacterial/organic growth.

Dedicated maintenance teams for plants for quick leak repair and maintenance.

Monthly monitoring and audit of refrigerant leakages.

Extensive staff training on improving safety and resilience.

Use of R-1233zd refrigerant type, a greener choice for the environment, compared to other common refrigerants.

Regular preventative maintenance to eliminate leakage in chemical pumps and piping.

Training of operators on site for chemicals' handling.



Empower strives to boost efficiency in the district cooling plants by utilising a wide range of methods and practices that promote **operational improvements** while **saving energy and resources**, such as:



Increase the use of Reverse Osmosis plants and the use of Reverse Osmosis tankers to help purify and supply water more efficiently.



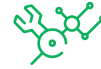
Use of automated and digitalised advanced systems such as Energy Transfer Stations (ETS) and digital technology.



Use of Thermal Energy Storage (TES) to reduce the load during peak times by storing chilled water during off-peak and more efficient times.



Reduce heat loss in piping to minimise thermal losses in the distribution network by using pre-insulated pipes.



Regular monitoring and maintenance of the distribution network in terms of checking for water leaks and other potential issues.



Efficient water flow management to meet customer needs without wasting energy.



Variable speed drives for chillers help them adjust their speed based on the current need thus saving energy.



Incorporation of the latest technology such as plant optimiser, advanced algorithms, machine learning, and digital twin to enhance operations.



Alternative water sources: instead of using potable water, Empower explores the use of treated sewage effluent that's been purified by Reverse Osmosis for the cooling process.



Comprehensive maintenance practices include proper water treatment to prevent scale and corrosion, effective filtration and appropriate sizing of heat exchangers.



Optimised design and operation of the cooling process to work efficiently in any condition, ensuring minimal power and water use.



Preventive and corrective maintenance: during off-peak seasons and a skilled team for emergency repairs to ensure the smooth running of the system.



4.4 Measuring Carbon Emissions

Empower acknowledges that its operations contribute to Greenhouse Gas emissions and is committed to actively monitoring these emissions and integrating sustainable solutions to achieve reductions. In parallel, Empower recognises the significant potential of district cooling in the Middle East and its capacity to reduce carbon dioxide emissions effectively.

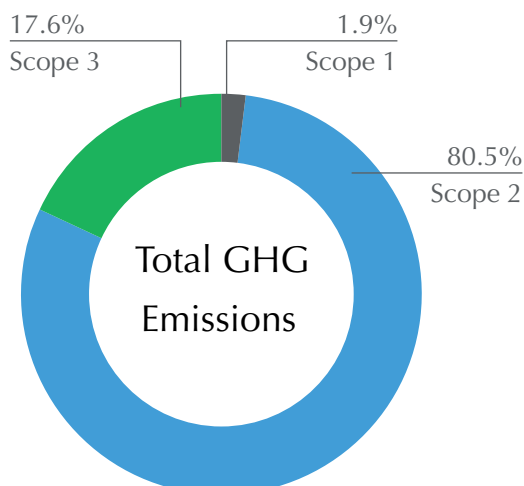
1,316,721.2 tons
of CO₂e in 2024

During this reporting period, we conducted a Greenhouse Gas (GHG) audit from our full operation in Dubai – UAE (plants, offices, accommodations and warehouses) covering the period from January to December 2023. They were measured in metric tonnes of carbon dioxide equivalent (mtCO₂e).

The GHG inventory procedures are based on the recommendations of the Greenhouse Gas Protocol (GHG-P) standard, an internationally recognised standard for GHG inventories developed by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD). It is the most widely adopted protocol by organisations taking action to understand the impact of their respective carbon footprint.

Empower is taking seriously its commitment to reduce its carbon footprint and in this direction, we need credible and internationally recognised tools to help us monitor our current status.

The GHG inventory procedures included in this summary sheet are based on the recommendations of Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. The calculation was conducted using a certified tool with the “Built on GHG Protocol” Mark.



GHG Emissions Intensity

By produced RT:
0.3219 KgCO₂e/RT

Empower Carbon Footprint (mtCO ₂ e)		2024
Direct (Scope 1) GHG Emissions		
• Fleet vehicles		1,279.9
• Lubricant oil		13.2
• Refrigerant gases		21,087.5
• Stationary consumption		2,624.0
Total Scope 1		25,004.6
Energy Indirect (Scope 2) GHG Emissions		
• Electricity		1,059,438.7
Total Scope 2		1,059,438.7
Other Indirect (Scope 3) GHG Emissions		
• Business travel		138.7
• Paper consumption		5.0
• Water		232,134.3
Total Scope 3		232,277.9
Grand Total		1,316,721.2

GHG Emissions Factors

Electricity:

0.4045 tCO₂e/mWh

DEWA Sustainability Report 2024

Water and Electricity:

0.4572 tCO₂e/mWh

DEWA Sustainability Report 2024

Motor Gasoline:

3,069,990 kgCO₂/Gg

GHG Protocol

Lubricants:

2,946,660 kgCO₂/Gg

GHG Protocol

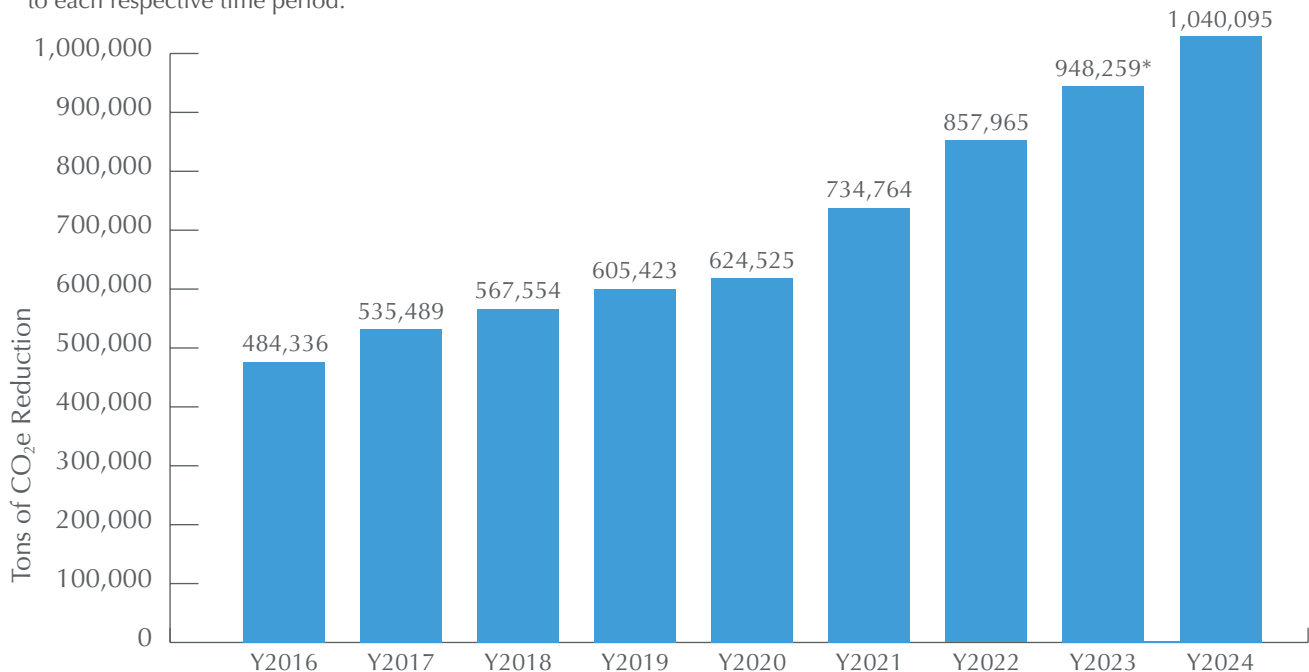
Empower's goal is to achieve Net Zero plants by 2050 and utilise 100% renewable energy and recycled water for district cooling, following the Dubai Energy Transition plan.



Empower has pioneered a CO₂e reduction methodology through the clean development mechanism, which received approval from the United Nations Framework Convention on Climate Change (UNFCCC).

Tons of CO₂e Reduction

Emissions are calculated using the emission factors applicable to each respective time period.



*Based on Empower and NAKHEEL plant.

Y2023 & Y2024 CO₂e reduction calculation does not include data from Dubai Airport due to the non-availability of the KWH log. PMU for KWH readings shall be installed by DA as per MCA.

Variation of 2024 value from the Integrated Report 2024 is due to updated DEWA efficiency figures published in May 2025.

Empower has set ambitious targets with regard to the promotion of energy-efficient equipment across its district cooling plants:

How to Achieve Energy-Efficient Equipment's in District Cooling Plants by 2040

Implementing 100% energy-efficient procurement in all future CAPEX for District Cooling Plants.	Strategic tie-up with supply chain management of vendors for green initiatives.	Energy saving initiatives in every activity of empowering across all departments.	Replacing FM200 and other fire fighting systems with green systems in fire fighting by 2040.	Management support for budget and implementation.
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All the above initiatives lead to reductions in OPEX and CO₂e emissions.

4.5 Energy Management and Renewable Energy Usage

Empower is dedicated to further reducing its carbon footprint by integrating advanced technologies and utilising renewable energy, along with enhancing its operational efficiencies. Using solar energy to power part of the cooling process can reduce reliance on fossil fuels. This transition not only makes the system more sustainable but also ensures it is less vulnerable to fluctuations in fossil fuel markets. These strategies are aimed at strengthening the Sustainability of our cooling solutions, substantially lowering Greenhouse Gas emissions and making a significant impact on energy conservation in urban areas.

As the UAE shifts towards cleaner energy sources, investment is increasingly focused on greening the sector. Empower has initiated efforts to enhance the use of clean energy, aligning with Dubai's Vision to achieve the Zero Carbon Footprint strategy. In this regard, we have appointed a DEWA-approved contractor to design and construct a 360 KW solar system for our warehouse and accommodation buildings. This initiative is expected to contribute to reducing CO₂ emissions by 1,440 tons annually.

How to Achieve 100% Renewable Energy in District Cooling Plants by 2050

All the following initiatives will have huge reductions in Opex and CO₂e emissions-A Win-Win model for all stakeholders to achieve Dubai and UAE's vision for Net Zero

Strategic tie-up with DEWA for having 100% renewable energy supplies.	Converting claddings of all District Cooling Plants using solar film.	Solar paints in all District Cooling Plants will generate electricity.	Empower having own solar parks.	Management support for budget and implementation.
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2,295,221,206 in kWh*
Energy Consumption
from Non-Renewable Sources in 2024



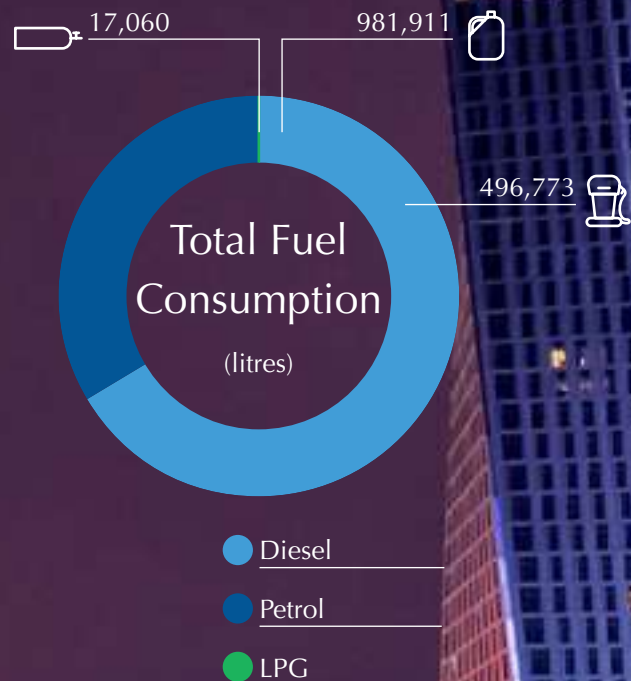
0.872 in kWh/RT*
Energy Consumption
Intensity

*Based on Empower and NAKHEEL plant.
The Dubai airport plant was not included
due to the non-availability of PMU data.



10,730,374,807 in kWh**
Cooling Energy Sold
from Non-Renewable Sources in 2024

**Dubai airport plant production
data included.



4.6 Managing Cooling Demand during Peak Seasons and Hours

Energy consumption in the region doubles during the summer, with air conditioning accounting for 70% of total electricity use in buildings. In response, our advanced district cooling systems reduce electricity consumption by up to 50% compared to traditional cooling systems, thanks to our cutting-edge technology and innovative measures.

Innovative Management of Cooling Demand During Peak Hours

Thermal Energy Storage (TES) systems play a pivotal role in handling high cooling demands efficiently. By strategically releasing chilled water stored during low-demand periods during peak times, these systems significantly reduce the overall power and water usage of the plant.

Additional strategies for managing cooling demand during peak hours include:



- Ensuring that District Cooling (DC) system components are appropriately matched to the required demand load and capacity.



- Proactively preparing during off-peak seasons to prevent emergencies during peak periods.



- Conducting regular quality checks to maintain optimal performance of equipment such as chillers, heat exchangers and pumps.



- Integrating new technologies and innovations that enhance flow rates precisely when needed the most.

Empower's Summer Campaign Encourages Sustainable Energy Consumption

Rationalising district cooling energy consumption, especially during the summer, helps to preserve natural resources and protect the environment. To that end, Empower's "Set and Save 24°C" summer campaign, now in its eleventh year, aimed at reducing energy use and cutting costs, promotes sustainable practices among its customers in both residential and commercial sectors, encouraging prudent energy consumption while educating them on optimal temperature for efficiency and cost-effectiveness. The campaign is in alignment with the broader "Green Economy for Sustainable Development" launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, which aims to reduce Dubai's carbon footprint significantly by 2050 and position it as a leader in the global green economy.

4.7 Water Management

Recognising that district cooling plants are significant water consumers, Empower has implemented methods to reduce and reuse water, achieving cost savings and supporting Dubai's Demand Side Management strategy.

We strive to minimise water usage by enhancing the cycle of concentration in cooling towers, allowing water to be utilised for a longer period. Additionally, we focus on using non-traditional water sources, such as **Treated Sewage Effluent (TSE)** in our operations, which is notably 10 times less expensive. Empower aims to increase the use of TSE to 40% by the end of 2025.

Achieved

8.3%
Recycled
water used
in 2024

However, there are challenges with using Treated Sewage Effluent (TSE):

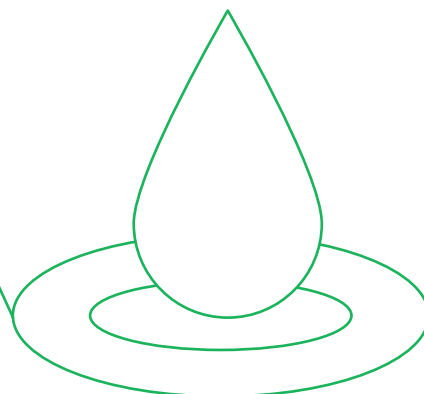
- Availability is limited as irrigation takes priority, necessitating supplemental desalinated water.
- Not all areas in Dubai have TSE infrastructure, requiring some district cooling plants to use desalinated water.
- TSE results in drain water concentrated with heavy metals and effluents, which are problematic for municipal treatment plants.

To address these issues, Empower is designing new plants with polishing systems to make TSE suitable for district cooling.

As water is a scarce commodity in the GCC region, the UAE is relying heavily on desalination for potable water and Empower's district cooling plants are designed to use desalinated water as a source.

Empower utilises
2 sources of water:

Water derived directly from
DEWA
to be used directly as cooling
tower make-up.



TSE Water

is TSE from Dubai Municipality. It must go through the Reverse Osmosis plant to improve the water quality to make it usable in a cooling tower.

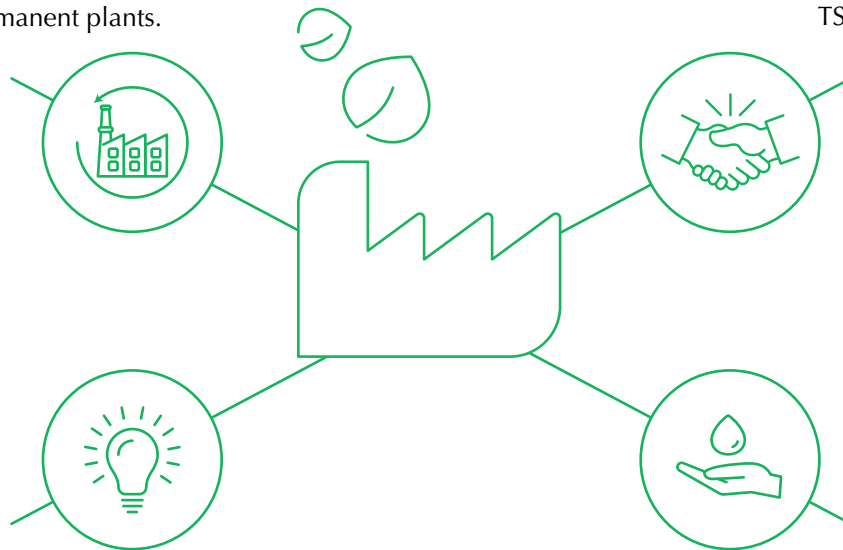
The blow-down and Reverse Osmosis rejection from both options will be discharged into the Dubai Municipality sewerage networks.

Committed to increasing the use of
Recycled Water
 in our district cooling plants

All the following initiatives will have Huge Reduction in Opex and Co₂ Emissions – A Win-Win Model for all stakeholders to achieve Dubai & UAE vision for Net Zero

Implementing Reverse Osmosis plants in all permanent plants.

Strategic tie-up with Dubai Municipality for supply of TSE water.



Implementing innovative water-efficient technologies.

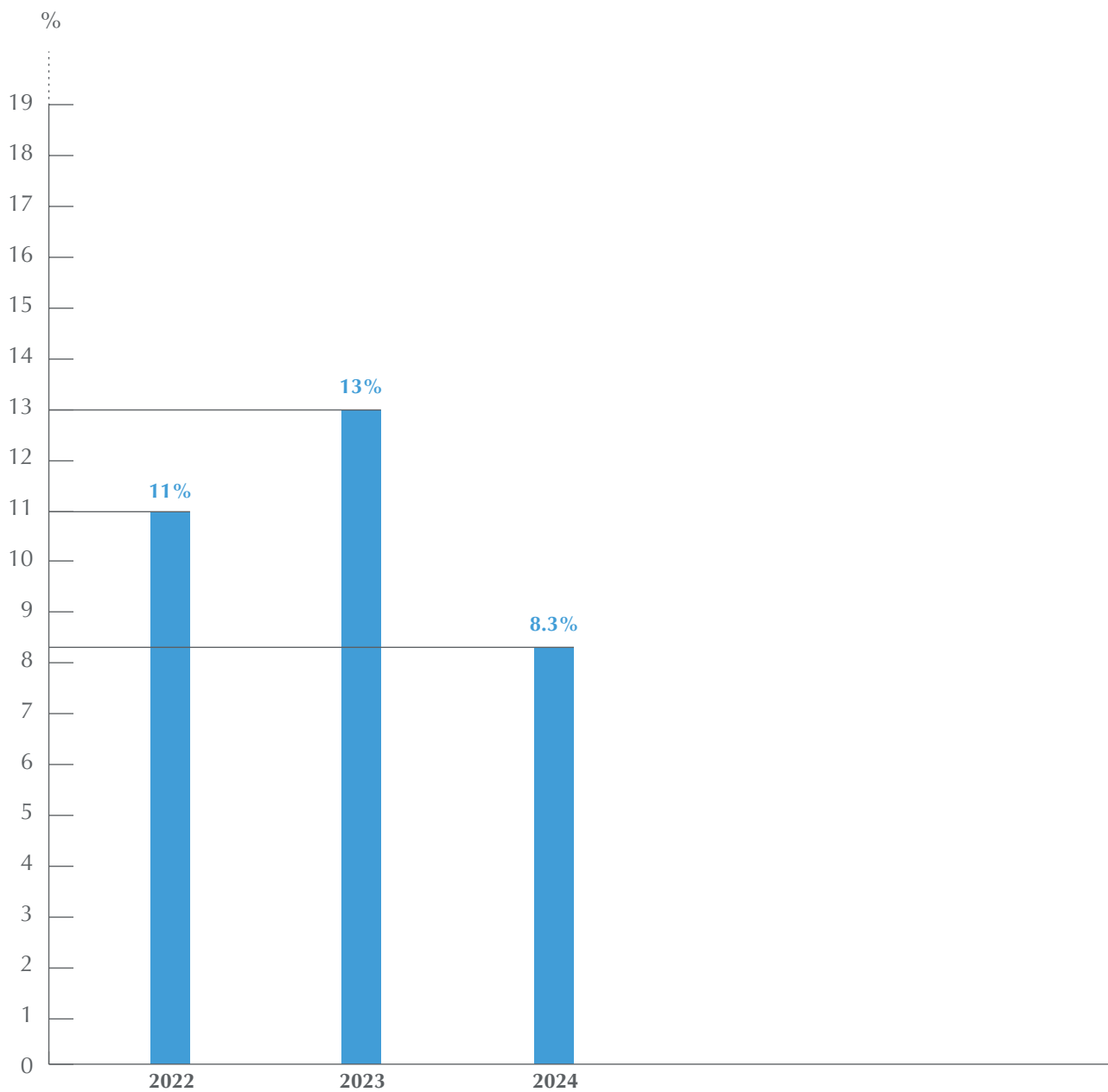
Management support for budget and implementation.

Water-Related Impacts and Management of Water Loss

Empower's main source of water loss, other than evaporation in the cooling tower is the blowdown water. To tackle water wastage, the company needs to hold the water longer in the cooling tower; however, this will increase its potential for scaling and corrosion. To tackle this, we develop programmes and combinations of chemicals to allow the cooling tower to operate with more concentrated water and push the water to retain the dissolved salts beyond its saturation limits.

Water Management (Megalitres)	2022	2023	2024
Fresh water consumption	15,047	17,252	19,956
Recycled water consumption	1,873	2,595	1,810
Total water consumption	16,920	19,847	21,766

Recycled Water Use



Recycled water use was affected by a reduced volume of TSE supply and poor quality following the heavy rain incident in April 2024.

4.7.1 Key Advancements for Water Management 2024



8.3%
of the total water consumption was recycled water because of the Reverse Osmosis plant.



Reverse Osmosis plants are to be constructed in several

District Cooling Plants

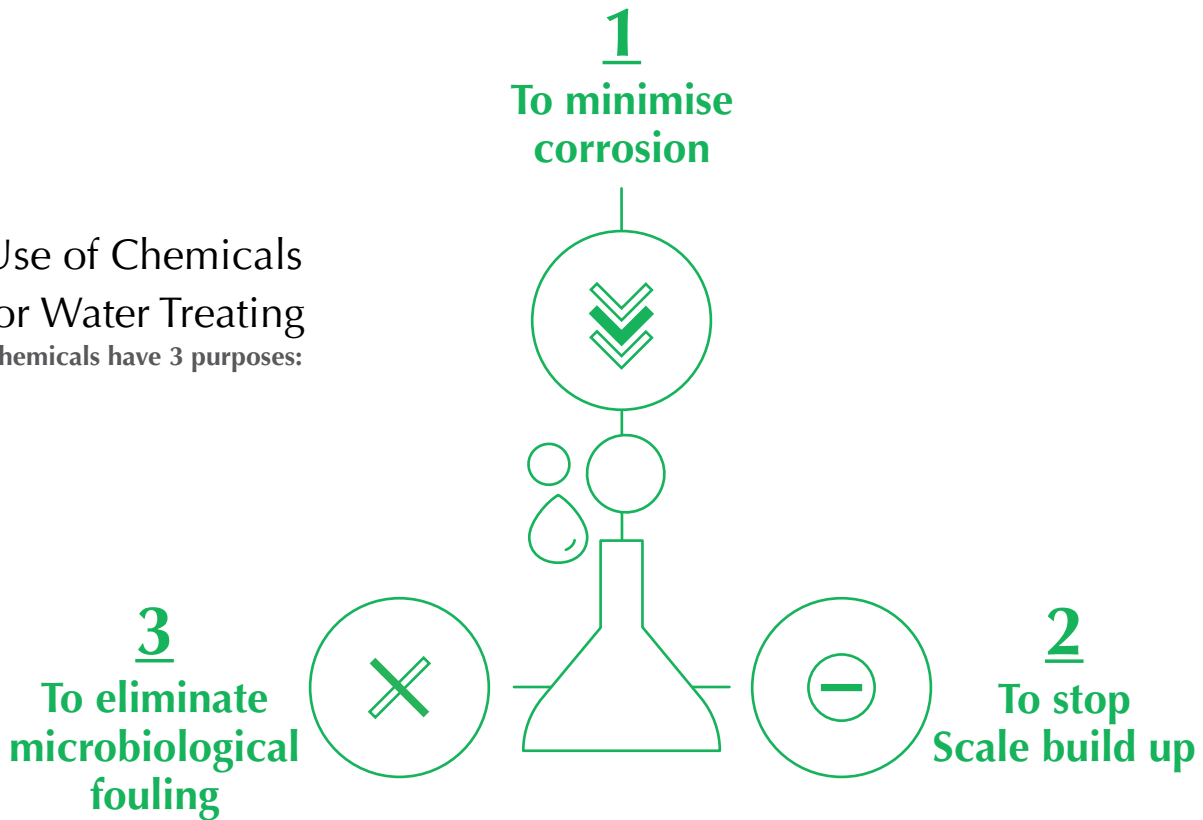
to recycle TSE water and use the recycled water as make-up.



Empower's use of recycled water by Reverse Osmosis technology has resulted in the savings of

398 million
imperial gallons of fresh water.

Use of Chemicals for Water Treating
Chemicals have 3 purposes:



Chemicals are used in both circuits; open (cooling towers) and closed (chilled water networks).

Empower is doing so by utilising patented chemicals that maintain this process without affecting assets lifecycle.

The blowdown from the finely tuned chemical programmes and Reverse Osmosis reject will have higher salinity compared to conventional wastewater programmes. However, this water is being directed to the municipality, which manages it by blending it with other water sources for dilution.

4.8 Waste Management, Recycling and Circular Economy

Empower is dedicated to waste management by reducing, recycling and responsibly disposing of waste from its operations. Through initiatives such as electronics recycling and reducing paper waste, we demonstrate our commitment to the principles of circular economy and our continuous effort to improve our environmental performance.

Monitoring of Waste-Related Data

Empower operates a **central workflow system** that allows the company to manage the process of collection and monitoring of waste-related data by gathering daily all the requests from district cooling, head office and staff accommodation.

Collection of Waste

For the collection of waste, we cooperate with an external waste management service provider and in many cases, it is imperative to get a No-Objection Certificate (NOC) from Dubai Municipality for disposal of waste. Our overall aim is to increase the recycling of waste before disposing of it.

Empower is focused on the waste generated from the office such as paper, cartons, plastics and electronics.

For all electronic and plastic waste recycling the company is currently collaborating with the Emirates Environment Group.

Materials' Reuse in 2023

Oil filtration quantities		53,819 kgs
Cables saved		966 meters

Waste Management 2024

Hazardous waste

Diverted from disposal	Electric and electronic waste (kg)	1,922
	Used oil (kg)	7,806
	Batteries (kg)	2,317
	Toner (kg)	1
Directed to disposal	Total hazardous waste that is not diverted from disposal (tons)	45

Non-hazardous waste

Diverted from disposal	Plastic (kg)	1,769
	Paper and cardboard (kg)	369
	Glass (kg)	6
Directed to disposal	Total non-hazardous waste that is not diverted from disposal (tons)	391

In 2024, Empower successfully contributed to the

Recycling

369 kg of plastic






1,769 kg of paper (including shredded papers and cartons)



more than 12,087 kg of electronics



2024 Recycling and Waste Minimisation Initiatives

Electronics Recycling Project		"One Root, One Communi-tree" Campaign
<p>To boost our recycling efficiency in alignment with the UAE's national Sustainability goals.</p>	<p>Target</p> 	<p>Minimise the use of plastic waste.</p>
<p>In partnership with Ecyclx International Recycling, we are supporting the collection and recycling of electronics waste.</p>		<p>In collaboration with Emirates Environmental Group, a year-long recycling campaign encourages employees to actively participate in it.</p>
<ul style="list-style-type: none"> • 12,087 kg of electronics recycled. • Positive social impact through supporting the Red Crescent. 	<p>2024 Outcomes</p> 	<ul style="list-style-type: none"> • 369 kg of plastic. • 1,769 kg of paper (including shredded papers and cartons).

Recycling and Waste Reduction Program

Empower launched an internal Recycling and Waste Reduction Program in 2024, utilizing smart recycling bins. These bins automatically sort waste, enable real-time monitoring of reusable materials collection, and encourage employees to adopt proper recycling practices.

4.9 R&D and Innovative Technologies Promotes Energy Efficiency

Empower has introduced the following technological innovations with the view to boosting operational and energy efficiency and reducing its environmental footprint:

In a nutshell:

<p>Adoption of Variable Speed Drives (VSDs) technology.</p> <p>At the BB02 district cooling plant.</p>	<p>Data-driven operational enhancements.</p> <p>At CCC's GN03 and JBR plants.</p>	<p>Reverse Osmosis is a technology that is aimed at purifying and reusing water.</p> <p>In 3 out of 8 DC plants in Palm Jumeirah.</p>	<p>Application of Treated Sewage Effluent (TSE) in our cooling processes.</p>	<p>Technologies that promote more energy-efficient equipment operation.</p>	<p>Purchase of energy-efficient machinery and tools through Life Cycle Costing (LCC).</p>
Outcomes/Impact					
<p>Variable Speed Drives and the leveraging of data analytics, allow Empower to enhance operational efficiency, reduce energy consumption and conserve water.</p>	<p>Promotes the Sustainability of cooling operations and contributes to the conservation of freshwater resources.</p> <p>Empower's use of recycled water resulted in the savings of 398 million imperial gallons of fresh water in 2024.</p>	<p>Saves precious fresh water but also repurposes wastewater.</p>	<p>The combination of 2 types of chillers: Variable Condenser Flow (VCD) and Constant Speed Drive (CSD) in district cooling systems allow the system to work very efficiently, both during the data centre's peak times and off-peak times.</p>	<p>Energy-efficient chillers, operating at their highest level, utilise significantly less power per tonne of refrigeration.</p> <p>Energy-efficient pumps: A large majority of the energy these pumps use is effectively utilised in their operation, with only a small fraction being wasted.</p>	

Empower Achieves Major Carbon Reduction via Moro Hub Collaboration

In 2024, Moro Hub—a pioneering digital arm of DEWA—recognized Empower for significantly reducing its environmental footprint, achieving a reduction of over 42 metric tons of carbon emissions over three years. This milestone was made possible through the integration of Moro's Green Data Centres into Empower's operations, marking a successful cross-sector collaboration that advanced both operational efficiency and environmental sustainability.

4.10 Moving Forward

Empower remains committed to continuously reducing its total carbon footprint by adopting cutting-edge technologies and utilising renewable energy, while enhancing operational efficiency and engaging consumers in our broader sustainability efforts. Looking ahead, we plan to intensify our focus on waste management by reducing, recycling, and responsibly disposing of waste from our operations and recycling of Treated Sewage Effluent (TSE) water. We will also promote recycling and waste reduction activities in the workplace, raise awareness, and encourage active employee participation and engagement.

5

Responsibility towards our People and the Community



5.1 Our Approach

Empower is committed to creating an engaging and fulfilling working culture for all its employees through policies and initiatives that promote their professional development and their overall wellbeing. We are investing in numerous community development programmes and volunteering activities to create positive social impact and real value for all our stakeholders.

Key Highlights

27
nationalities

Empower enriches the lives
of more than

143,000
customers in over 1,600 buildings

1,019
employees

34
CSR activations

Zero
work related fatalities

DFM Metrics

S3.1, S3.2, S3.4, S4.4, S5.1, S5.2, S5.3, S5.5, S6.1, S6.4, S7.1, S7.2, S7.3, S7.4, S7.5, S7.6, S7.7, S8.1, S8.2

5.2 Responsible towards our People

Our employees' work has a profound impact on the lives of our customers, clients and the wider communities we serve every day. Through our extensive employee offerings and benefit schemes, training and development programmes and health and safety initiatives, we strive to create an engaging work culture while helping our people reach their full potential.

Human Capital Objectives:

Recruitment of the best-qualified individuals



Retention of valuable employees



Ensuring a diverse workforce



Keep a safe and comfortable work environment



Providing a competitive salary and benefits package for our employees



Developing the full potential of our workforce through professional development and training



Provide effective HR management through policies, procedures and services



5.2.1 Employee Profile

By December 31st, 2024

Employees by Employment Contract and Gender	Male	Female	Total
Temporary contract	0	0	0
Permanent contract*	921	79	1,000
Internships	5	14	19
Total	926	93	1,019

*All permanent contract employees are full-time. Does not include Board members.

Employees by Level and Gender*	Male	Female	Total
Board member	6	1	7
Manager of managers	12	0	12
Manager	48	10	58
Professional/executive without management and people responsibility	205	69	274
Plant staff	650	0	566
Total	921	80	1,001

*Includes Board members. Does not include internships.

Employee Hires and Leaves	Male	Female	Total
New Employee Hires			
Under 30 years old	55	5	60
30-50 years old	114	0	114
Over 50 years old	3	0	3
Total	172	5	177
Employee Leaves			
Under 30 years old	22	2	24
30-50 years old	48	0	48
Over 50 years old	6	0	6
Total	76	2	78

5.2.2 Labour Practices and Human Rights

To attract and retain top talent, Empower exceeds legal requirements by ensuring a healthy and safe work environment, upholding fair working conditions and respecting human rights.

Employees by Nationality*	Male	Female	Total
India	561	8	569
UAE	59	49	108
Philippines	66	8	74
Pakistan	125	2	127
Sri Lanka	17	0	17
Egypt	13	1	14
Jordan	5	2	7
Yemen	3	2	5
Other	72	7	79
Total	921	79	1,000

*Interns are not included.
By December 31st, 2024.

During this period, we achieved significant growth in our human capital in conjunction with our expansions in the district cooling industry and growth of assets portfolio.

Our employees have access to a benefits programme that offers supplementary remuneration packages and bonuses based on their level and position. They are also entitled to life and health insurance plans, along with additional benefits that enhance their living conditions, well-being and support their professional development.

Benefits for our Employees

- Allowances.
- UAE allowance (technical and non-technical).
- Flexible working hours (Head Office).
- Educational leave.
- End of service (gratuity and pension).
- Children's education allowance.
- Paid leave.
- Medical health insurance.

- Exclusive bank and clinic offers.
- Air ticket coverage.
- Parking reimbursement.
- Fazaa and Esaad discount card membership.
- Transportation and mobile allowances.

In Addition:

- Plant staff is provided free sharing accommodation and transportation apart from salary.
- Overtime is paid beyond the 8 hours/day, for working on holidays/weekends.
- A non-driver allowance is provided for driving a company vehicle.

Other key employee benefits include transparent appraisal process, promotions and bonus as well as increments. Exit interviews offer valuable insights into the reasons for departure, guiding ongoing improvements in workplace policies. Empower enforces an inclusive parental leave policy for both male and female employees, encompassing maternity leave, paternity leave and childcare leave.

Parental Leave*	Male	Female	Total
Total number of employees that were entitled to parental leave (marital status and other criteria apply)	588	33	621
Total number of employees that took parental leave	17	4	21
Total number of employees that returned to work in the reporting period after parental leave ended	17	4	21
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	0	0	0

* Leave granted to men and women employees on the grounds of the birth of a child.

Key Facts in 2024

87.8%

is our employee retention rate for 2024

12.2%

turnover rate for 2024



5.2.3 Employee Health and Safety

Empower prioritises the health and safety of its employees and contractors, acknowledging the potential hazards and risks inherent in our core operations such as working at heights, excavation, electrical maintenance, plant demolition and tasks involving high temperatures or chemicals.

We take extensive measures to ensure people's safety, adhering to the highest standards and complying with all relevant health and safety regulations. Work-related hazards are identified through various methods including HSE site inspections, near-miss reporting, health and safety audits, walk-throughs at project sites, safety samplings, tours and surveys, management tours and Method Statement and Risk Assessment reviews (MSRA reviews).

Empower has developed and implemented a Quality, Health, Safety and Environmental (QHSE) policy that aligns with international standards ISO9001, ISO45001 and ISO14001, applicable to employees, consultants, contractors, subcontractors and vendors working with Empower or its subsidiaries.

We also operate an integrated Information security management system based on ISO27001 and information security regulation standards along with our QHSE standards as IQHSE management systems.

Health and Safety Risk Framework

Our comprehensive and robust Health and Safety Risk Management framework is a holistic approach to planning, documenting and implementing Occupational Health and Safety (OH&S) risk management. The framework utilises the "hierarchy of controls" method to identify and rank safeguards to protect employees from hazards. For every construction project, safety targets are established and data are collected to ensure compliance with subsequent health and safety regulations and standards.

Health and Safety Key Facts in 2024

6,017,626
hours worked

ZERO
work related fatalities

50
emergency drills
i.e. chemical safety training, fire drill, heat stress rescue

1,799
HSE site inspections were carried out

1,544
trainings conducted

Key Trainings Conducted:

HSE, General safety
Guidance on safe working,
IQHSE, Legal requirements, First Aid, Chemical Safety

**Upgrading
helmet
and full body harness**

Our Integrated Management System (IMS) includes the following certifications:

**Occupational Health and
Safety Management System**
ISO 45001:2018

**Environmental
Management System**
ISO 14001:2015



**Information Security
Management System**
ISO 27001:2013

**Quality
Management System**
ISO 9001:2015

5.2.4 Our Incident Reporting Process

Whenever a health and safety incident, Environmental incident or information security incident occurs, Empower takes all necessary measures to address it. Our robust Incident Management framework includes all risk mitigation processes for HSE and Information security perspectives across all the departments and all the processes of Empower. As a part of Robust Risk control measures Empower executes HSE document review process to identify occupational health risks, the generation of work orders in Maximo, systematic risk assessment process and strict adherence to the Dubai Municipality Code and regional guidelines. In addition to several preventive measures to prevent recurrence, we have established an Incident Investigation team to examine the underlying and subsequent root causes of each incident. We also encourage our employees to share lessons learned from these incidents to raise awareness and prevent similar occurrences.

5.2.5 Health and Safety Training Programmes

In 2024, Empower conducted several occupational health and safety programmes, including i.e.

- Mass toolbox talks at sites.
- Safety tours that walk through project sites.
- Health, safety and environmental classroom training.
- Middle management through development and awareness webinars.
- More specific training (i.e. training on evacuation drills, fire emergencies, and chemical spill).

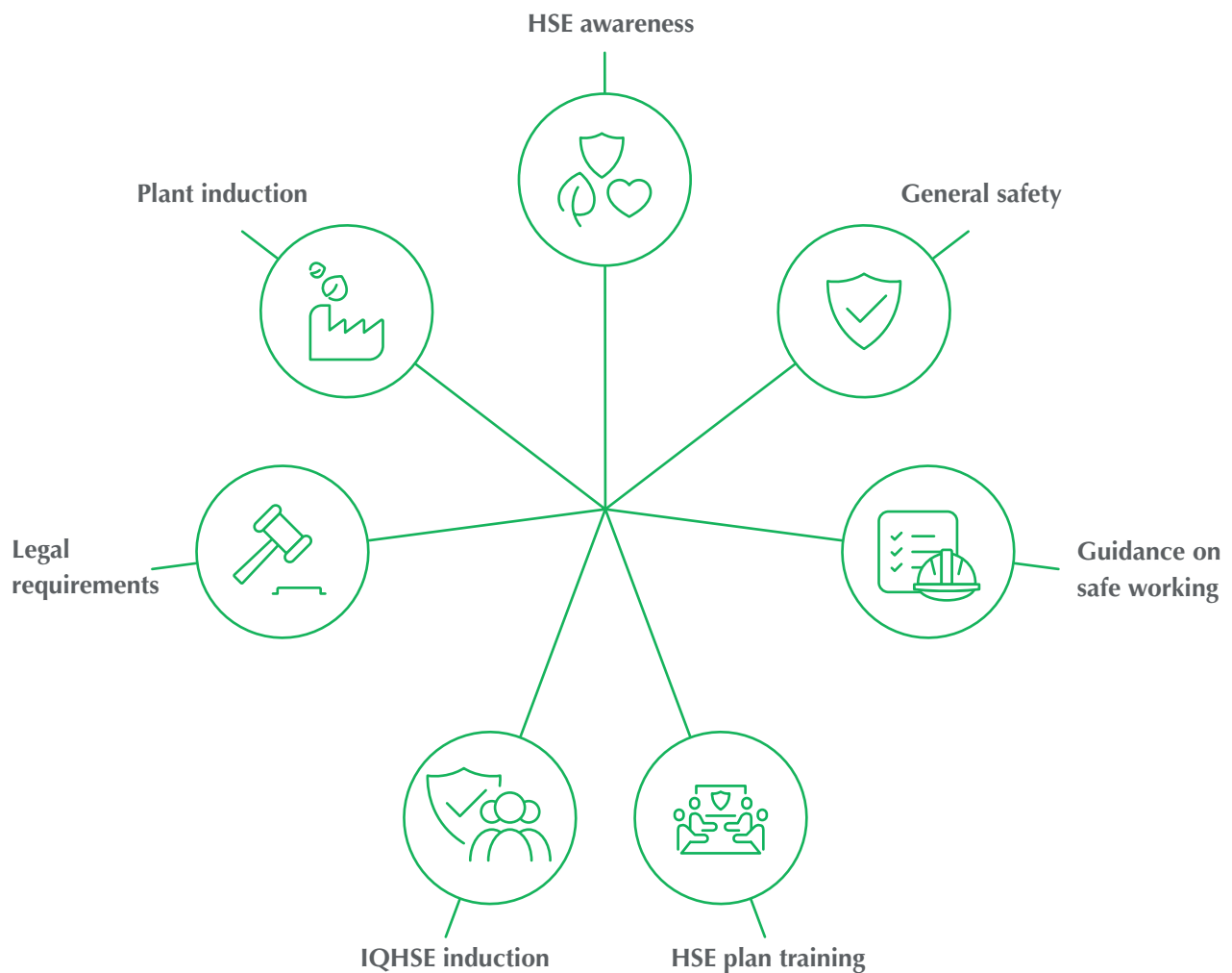
1,544

Number of Trainings

7,906

Participations in Trainings

Indicative Training Topics



Health and Safety Key Facts	2023	2024
Number of hours worked	3,324,052	6,017,626
Number of work-related fatalities	0	0
Number of high consequences* work-related injuries	1	0
Number of recordable work-related injuries**	1	0
Lost Time Injury Frequency (LTIF)	0.61	0
Health and safety training hours	4,127	3,438
Number of toolbox training attendees	9,061	7,906
* Work-related injury that results in a fatality or in an injury from which the worker cannot, does not, or is not expected to recover fully to pre-injury health status within 6 months.		
**Work-related injury that results in days away from work, restricted work or transfer to another job, medical treatment beyond first aid or loss of consciousness.		

Health Insurance

To increase access to non-occupational medical and healthcare services for our employees, Empower provides health insurance to all workers and organises periodic medical camps to conduct regular health checkups for the staff while the health and safety management system now covers 100% of employees.

315

Participations in security and safety trainings from various departments in 2024.



5.2.6 Talent Attraction, Development and Retention

Empower excels in attracting, developing and retaining talent, recognising the importance of skilled personnel in driving innovation and efficiency. Its approach to talent management underscores a commitment to excellence, innovation and Sustainability. Through comprehensive training programmes and a supportive work environment, Empower ensures its workforce is equipped with the latest industry knowledge and skills.

Retention strategies are crafted to ensure that employees remain engaged and motivated, recognising their crucial role in driving Empower's success in the district cooling sector and its contribution to realising the vision of UAE. During 2024, our retention strategy incorporated comprehensive performance reviews, professional development opportunities as well as an engaging onboarding experience.

Number of employees that attended at least 1 training in 2024	Male (Headcount)	Female (Headcount)	Total
Manager of managers	1	0	1
Manager	13	11	24
Professional/Executive without management and people responsibility	199	44	243
Plant staff	225	0	225
Total	438	55	493

Employees who received Performance Appraisals	Male	Female	Total
Manager of managers	12	0	12
Manager	47	10	57
Professional/executive without management and people responsibility	189	64	253
Plant staff	564	0	564
Total	812	76	888

Continued the training orientation programme and the induction programme, targeting newly joined Emirati employees and fresh graduates as well as expats appointed to critical positions (i.e. middle management).

- 6 Induction sessions with 248 new employees.
- 7 New employees were successfully oriented during the orientation sessions.
- Empower's training department collaborates with universities, colleges and institutes across the UAE to offer free specialised trainings to students affiliated with these institutions. This initiative saw the participation of 19 trainees in various specialisations.

5.2.7 Employee Wellbeing, Diversity and Inclusion

Empower is dedicated to creating a meaningful, productive and secure work environment. Our well-being philosophy recognises our employees as diverse and unique individuals who need to feel valued, appreciated and engaged in their workspaces. To support this, we develop activities and programmes that promote well-being at work and foster a culture of healthy work-life balance.

To further promote well-being among our employees, Empower organises several initiatives, including:

- Providing Iftar meals during Ramadan to support our plant staff.
- Conducting annual health and environmental awareness campaigns.
- Offering specialised health awareness sessions tailored for specific groups, such as breast cancer awareness for our female employees.

With the view to enhancing inclusivity, Empower partnered with DEWA's Inclusion People of Determination Innovation Incubator to deliver a Sign Language Training Program in collaboration with the Dubai Centre for People of Determination. Over 15 employees participated, learning foundational sign language, including greetings, numbers, and key phrases.

Key Facts

27
countries represented by
our employees.

Empower enriches the lives
of more than

143,000
customers in over 1,500 buildings

Women hold:
14%
of management positions

and approximately

23%
of the Head Office jobs

In celebration of
Mother's Day,
Empower expressed gratitude towards
the mothers within its workforce for their
invaluable role in both their families
and work.

At Empower, we are dedicated to fostering an inclusive and empowering environment for all our employees. We have implemented comprehensive policies and initiatives to ensure everyone is treated equally, irrespective of age, race, religion, gender, disability or marital status. In this context, we also take discrimination, bullying and harassment very seriously, actively taking all necessary measures to prevent such actions among our people.

5.2.8 Women Empowerment

Empower is committed to incorporating greater gender diversity in its workforce through targeted initiatives that assist female colleagues in pursuing their professional goals and develop their skills.

Women hold senior positions in our administrative functions and currently, Emirati women make up more than 62% of the total female workforce in Empower. Women are also well-represented in various job titles across our subsidiaries.

Across our management levels, we have a female representation of about 14% and we make constant progress to expand our inclusion policies to other underrepresented groups such as people with disabilities.

5.2.9 Emiratisation

In line with the UAE's National Vision, attracting qualified nationals has always been an integral part of Empower's recruitment strategy and towards that end; we have developed and implemented a dedicated Emiratisation programme that focuses on training and career development as well as a mentoring system in place for Emirati nationals.

During this reporting period, there is:

- An increase in the number of its Emirati male and female employees, where the percentage of Emiratisation in the company has exceeded more than 30% of its total employees.

Localisation Key Facts 2024

31.4%

of our workforce are UAE nationals, reflecting our support for local talent development.

62%

of our female workforce are Emirati, showcasing our dedication to encouraging Emirati women.

5.2.10 Employee Engagement and Recognition

Empower consistently recognises the on-going efforts and contributions of its employees. To foster employee engagement, we organise targeted events and conduct regular surveys to gather valuable feedback and insights on topics crucial to our business and our employees.

In 2024, Empower celebrated

its 20th Anniversary and honored employees

who have served the organization for over 15, 10, and 5 years. By recognizing employee loyalty, Empower demonstrated its deep appreciation for their dedication and reaffirmed its commitment to supporting them in the years ahead.



5.3 Community Impact (CSR)

Empower believes that businesses can only thrive within prosperous societies. Aligned with the UNSDGs and the UAE National Vision, we actively contribute to community empowerment and well-being through our extensive CSR and community development programmes, as well as our volunteering and sponsorship activities. Our impact on the community is manifested through financial aid, health support initiatives, environmental advocacy and engagement in cultural and environmental events. We continue to invest in various community development programmes and volunteering efforts in line with national priorities and international best practices, aiming to create a positive social impact and deliver real value to all our stakeholders.

34

CSR Activations

AED

743,301

amount of financial or in-kind contributions to community initiatives



In 2024 we continued to offer tangible support through our main social, environmental and community outreach programmes such as:

Breast Cancer Awareness Campaign

Empower through its Pink Sale event supported the research efforts for cancer patients on Breast Cancer Awareness month in October, in partnership with the Al Jalila Foundation.

Iftar Initiative

Distributed 13,050 iftar meals and subsequent accommodation support to economically challenged Muslim employees with a salary below AED 1,500 during the holy month of Ramadan.

Father's Day Initiative

In collaboration with the Seniors Happiness Centre, Empower celebrated Father's Day by organizing a special event for senior citizens, followed by a heartfelt visit to celebrate their birthdays. These initiatives create meaningful connections and spread joy among the elderly.

Blood Donation Campaigns

Supported 4 blood donation campaigns and the sponsoring of breakfast and lunch meals for the donors, in partnership with the Dubai Blood Donation Center, the Thalassemia Treatment Center, the Dubai Health Authority and the Blood Donors Kerala-UAE.

International Day of Sign Languages

In collaboration with the Dubai People of Determination Center, Empower actively supports various initiatives, like International Day of Sign Languages. With focus on promoting inclusivity in the workplace, the company conducted art and handicraft workshops, and organized sign language training sessions for employees.

5.3.1 Empower's Network of Volunteers

Empower encourages its employees to be actively involved in social and environmental volunteering activities and community development actions. In 2024, over 800 employees took part in volunteering activities organised in cooperation with our long-lasting partners.

In more detail:

Blood Donation	Breast Cancer	Iftar Initiative	National Days	Key Partners
<p>100+ volunteers participated in blood donation actions as organisers and donors.</p> <p>Empower is contributing significantly to national blood donation endeavours as reflected by the regular outreach of the Blood Donation Center in times of emergency and blood shortages.</p>	<p>40+ volunteers contributed to the organisation of the Breast Cancer Awareness month.</p> <p>This resulted in heightened engagement, a rise in volunteerism, setting the example for other companies to join and an increase in donations.</p>	<p>40+ volunteers actively participated in distributing meals across various stations and locations throughout Dubai.</p>	<p>20+ employees contributed to the organisation of the "UAE National Day" an indication of the appreciation of the country by both locals and expats and an opportunity to promote knowledge about the local culture, customs and tradition.</p>	<ul style="list-style-type: none"> • DEWA • Dubai Municipality • Federal Youth Authority • Dubai Blood Donation Centre • The Seniors Happiness Centre • Dubai Health Authority (DHA) • Dubai Police • Al Jalliah Foundation • American Hospital • Kerala Blood Donors • Al Zahra hospital • Mohammed Bin Rashid University of Medicine and Health Sciences (MBRU) • We Care

5.3.2 Volunteering for the Environment

"For Our Emirates We Plant" - Contributing to Biodiversity

Empower has participated in the "For Our Emirates We Plant" event, organized by Emirates Environmental group, to plant native trees in one of the UAE's protected areas. On 17th December 2024, over 3,884 native trees were collectively planted, directly contributing to the protection of biodiversity and the fight against climate change.

NextGen District Cooling Experience: Educating Tomorrow's Leaders on District Cooling

As part of World Energy Day, Empower announced its educative initiative "NextGen District Cooling Experience: Educating Tomorrow's Leaders on District Cooling". The company has hosted students from Zayed University to its Business Bay 3 District Cooling Plant, presenting them the advanced technologies and innovations for energy efficiency and environmental stewardship. This experience not only enhanced the students' understanding of district cooling but also underscored our commitment to environmental sustainability and beyond.

Empower CEO Named Global Cool Champion by UNEP's Cool Coalition

His Excellency Ahmad Bin Shafar, CEO of Empower, has been named one of the seven Global Cool Champions by the United Nations Environment Programme's (UNEP) Cool Coalition. This prestigious recognition highlights both his leadership in sustainable cooling and the UAE's growing role in addressing climate change and driving the global green transition. The Cool Coalition aims to accelerate progress toward a sustainable future by advancing climate-smart cooling solutions and fostering international collaboration on environmental protection and climate action.

Empower participated in several environmentally focused initiatives to promote Sustainability and awareness. Car-Free Day on Sunday, September 22, 2024 focused on promoting sustainable transportation choices and reducing our carbon footprint. On World Environment Day, 15 participants from various departments participated in a decoupage workshop with the people of the Determination Club in Empower.

5.4 Moving Forward

Empower's goal is to continue investing in its people, promoting a culture of health and safety as well as learning and development across the organisation to foster innovation, enhance professional development while attracting and retaining the best talent. In parallel, we are committed to employee's volunteerism through encouraging employee participation in numerous engagements and local initiatives that strengthen ties with local communities and create positive impact for the society at large.

6

Indexes



6.1 GRI Content Index

Statement of use	Empower has reported the information cited in this GRI content index for the period January 1st -December 31st 2024 with reference to the GRI Standards.	
GRI 1 used	GRI 1: Foundation 2021	
GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	4
	2-2 Entities included in the organization's sustainability reporting	4
	2-3 Reporting period, frequency and contact point	4
	2-4 Restatements of information	None
	2-5 External assurance	4
	2-6 Activities, value chain and other business relationships	18-26, 43, 67
	2-7 Employees	99
	2-9 Governance structure and composition	58-61
	2-10 Nomination and selection of the highest governance body	60 INTEGRATED ANNUAL REPORT (IAR) 2024 pg. 135-136
	2-11 Chair of the highest governance body	59
	2-13 Delegation of responsibility for managing impacts	IAR 2024 pg. 136-137
	2-14 Role of the highest governance body in sustainability reporting	4
	2-16 Communication of critical concerns	63 IAR 2024 pg. 132-135
	2-18 Evaluation of the performance of the highest governance body	IAR 2024 pg. 141-142
	2-19 Remuneration policies	100 IAR 2023 pg. 131
	2-20 Process to determine remuneration	60 IAR 2024 pg. 135
	2-22 Statement on sustainable development strategy	6-9
	2-23 Policy commitments	19, 60, 63-65, 100-103
	2-24 Embedding policy commitments	19, 60, 63-65, 100-103
	2-26 Mechanisms for seeking advice and raising concerns	63 IAR 2024 pg. 132-135
	2-27 Compliance with laws and regulations	IAR 2024 pg. 141-142
	2-28 Membership associations	30
	2-29 Approach to stakeholder engagement	31-33, 43-45, 110

GRI STANDARD	DISCLOSURE	LOCATION
GRI 3: Material Topics 2021	3-1 Process to determine material topics	IAR 2023 pg. 44-51
	3-2 List of material topics	46-49
	3-3 Management of material topics	14, 15, 22-25, 27, 40-41, 46-49, 58, 63, 65, 67, 68, 75, 76, 80, 83, 87, 91, 98, 102, 106, 110
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	27
	201-2 Financial implications and other risks and opportunities due to climate change	32, 33, 46, 76
	201-3 Defined benefit plan obligations and other retirement plans	IAR 2024 pg. 193-194
GRI 301: Materials 2016	301-2 Recycled input materials used	91
GRI 302: Energy 2016	302-1 Energy consumption within the organization	84
	302-2 Energy consumption outside of the organization	84
	302-3 Energy intensity	84
	302-5 Reductions in energy requirements of products and services	86, 94
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	87-90
	303-2 Management of water discharge-related impacts	90
	303-3 Water withdrawal	89
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	81
	305-2 Energy indirect (Scope 2) GHG emissions	81
	305-3 Other indirect (Scope 3) GHG emissions	81
	305-4 GHG emissions intensity	81
	305-5 Reduction of GHG emissions	80
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	91-93
	306-2 Management of significant waste-related impacts	91-93
	306-3 Waste generated	92
	306-4 Waste diverted from disposal	92
	306-5 Waste directed to disposal	92

GRI STANDARD	DISCLOSURE	LOCATION
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	99
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	100, 101
	401-3 Parental leave	101
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	102, 103
	403-2 Hazard identification, risk assessment, and incident investigation	103
	403-3 Occupational health services	104, 105
	403-5 Worker training on occupational health and safety	104
	403-9 Work-related injuries	105
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	104, 106
	404-3 Percentage of employees receiving regular performance and career development reviews	106
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	99, 100, 107, 108
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	107
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	110-113
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	66, 73

6.2 DFM Index

CATEGORY	METRIC	INDICATOR	PAGE
ENVIRONMENTAL	E1. GHG Emissions	E1.1) Total amount of Scope 1 emissions	81
		E1.2) Total amount of Scope 2 emissions	81
		E1.3) Total amount of Scope 3 emissions	81
		E1.4) Please describe investments, initiatives and projects to reduce CO ₂ emissions	80
	E2. Emissions Intensity	E2.1) GHG emissions intensity	81
	E3. Energy Usage	E3.1) Total amount of direct energy consumed	84
		E3.2) Total amount of indirect energy consumed	84
	E4. Energy Intensity	E4.1) Direct energy use intensity	84
		E4.3) Please describe investments, initiatives and projects to reduce energy consumption and to increase energy efficiency	86, 94
	E5. Energy Mix	E5.1) Renewable energy used	None
		E5.2) Non-renewable energy used	84
	E6. Water and Effluents	E6.1) Total amount of water withdrawn	89
		E6.2) Total amount of water discharged	N/A
		E6.3) Total amount of water consumed (If possible, a breakdown by source: surface water, groundwater, seawater, etc.)	N/A
		E6.4) Water intensity m3/per output scaling factor	2.03 m3/ MWh of cooling sold
		E6.5) Water recycled (If applicable)	89
		E6.6) Please describe investments, initiatives and projects to reduce water consumption and to increase water recycling	90, 94, 95
	E7. Waste	E7.1) Total amount of waste generated (if possible, broken down by Hazardous and Non-hazardous)	92
		E7.2) Total amount of waste diverted from disposal (if possible, broken down by Hazardous and Non-hazardous)	92
		E7.3) Total amount of waste directed to disposal (if possible, broken down by Hazardous and Non-hazardous)	92
		E7.4) Total number and volume of oil spills (if applicable)	N/A
		E7.5) Please describe investments, initiatives and projects to reduce waste generation consumption and to increase waste recycling	91, 93, 94

CATEGORY	METRIC	INDICATOR	PAGE
E8. Environmental Management		E8.1) Does your company follow a formal Environmental Policy?	65 Yes
		E8.2) Does your company follow specific waste, water, energy, and/or recycling polices?	87, 88, 91, 93
		E8.3) Does your company adopt a recognized environment and energy management systems such as ISO14001 and ISO50001?	65
		E8.4) Does you company have targets in place with regards to environment, energy, water and waste?	Yes
		E8.5) Please indicate if any fines received (> USD 10000) for non-compliance with laws and regulations regarding environmental management during the last reporting period	None
E9. Climate Risk Management and Oversight		E9.1) Does your Board/Management Team oversee and/or manage climate-related risks and opportunities? If yes, describe.	58-60
		E9.2) Please describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	76, 77
		E9.3) Please describe the organisation's processes for identifying and assessing climate-related risks	IAR 2023 pg. 142
		E9.4) Please describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	N/A
		E9.5) Total amount invested, periodically, in climate-related infrastructure, resilience and product development	95
		E9.6) Please describe the greenhouse gas emission targets (Scope1, Scope 2 and Scope3) and the related risks	52, 53
		E9.7) Please share your actions to align with UAE's Net Zero Commitment by 2050. Do you have a net zero emissions target in place?	52, 53
E10. Biodiversity		E10.1) Please share number of operational sites owned, managed and/or leased in or adjacent to protected areas and areas of high biodiversity value.	None
		E10.2) Please describe significant impacts of activities, products and services on biodiversity	None

CATEGORY	METRIC	INDICATOR	PAGE
SOCIAL	S1. CEO Pay Ratio	S1.1) Please share the ratio of CEO total compensation to median full-time employee (FTE) total compensation	N/A
		S1.2) Does your company report this metric (above) in any regulatory filings?	N/A
	S3. Breakdown with Staff	S3.1) Please share the total enterprise headcount held by full-time employees (broken down by gender, age and seniority level)	99
		S3.2) Please share the total enterprise headcount held by part-time employees (broken down by, gender, age and seniority level)	99
		S3.3) Please share the total enterprise headcount held by contractors and/or consultants	99
		S3.4) Please share the total of national employees (broken down by, gender, age and seniority level)	100, 108
	S4. Employee Turnover and New Hires	S4.1) Year-over-year change for full-time employees (broken down by gender, age, and seniority level)	99
		S4.2) Year-over-year change for part-time employees	99
		S4.3) Year-over-year change for contractors and/or consultants	99
		S4.4) Year-over-year of new hires (broken down by age, gender and seniority level)	99
	S5. Gender Diversity and Equality	S5.1) Total enterprise headcount held by men and women	99
		S5.2) Total entry and mid-level positions held by men and women	99
		S5.3) Total senior and executive-level positions held by men and women	99
		S5.4) The ratio of median male employee compensation to median female employee compensation	N/A
		S5.5) Please describe your company's initiatives or programs to support the recruitment and retention of female employees, and to support female employees to advance to management positions.	108

CATEGORY	METRIC	INDICATOR	PAGE
S6. Human Rights	S6.1)	Does your company follow a harassment and/or non-discrimination policy?	107
	S6.2)	Does your company have a formal grievance mechanism in place?	No
	S6.3)	Does your company follow a child and/or forced labor policy?	Yes
	S6.4)	Does your company follow a human rights policy?	47, 63, 100
	S6.5)	Does your company provide training on human rights and related internal policies for your employees?	100
S7. Health and Safety	S7.1)	Does your company follow an occupational health and safety policy?	102, 103
	S7.2)	Does your company adopt a recognized health and safety management systems such as ISO45001?	102, 103
	S7.3)	Please share the total employee and total contractors (if available) manhours	102
	S7.4)	Please share the total employee fatalities	105
	S7.5)	Please share the employee lost time injury (LTI)	105
	S7.6)	Please share the lost time injury frequency (LTIF)	105
	S7.7)	Please share the total health and safety training provided to employees	104
S8. Community Engagement	S8.1)	Please share the total amount invested in the community, including philanthropy, donations and sponsorships	110
	S8.2)	Please share the total employee volunteering completed during the reporting period	112

CATEGORY	METRIC	INDICATOR	PAGE
GOVERNANCE	G1. Board Diversity	G1.1) Total board seats occupied by men and women	59
		G1.2) Total committee chairs occupied by men and women	61
	G2. Board Independence	G2.1) Does company prohibit CEO from serving as board chair?	N/A
		G2.2) Please share the total board seats occupied by independents	59
	G3. Collective Bargaining	G3.1) Please share the total enterprise headcount covered by collective bargaining agreement(s) *Applicable to companies operating in countries in which collective bargaining is applicable by law	N/A
	G4. Supply Chain Management	G4.1) Are your vendors or suppliers required to follow a Code of Conduct?	Yes
		G4.2) If yes, what percentage of your suppliers are formally certified and compliant with the Code?	N/A
		G4.3) Please share the suppliers that underwent a supplier's environmental audit during the reporting period	67, 68
		G4.4) Please share the suppliers that underwent a supplier's social audit during the reporting period	67, 68
		G4.5) Please share the new suppliers receiving warning due to the environmental/social screening	None
	G5. Ethics and Anti-Corruption	G5.1) Does your company follow an Ethics and/or Anti-Corruption policy?	Yes
		G5.2) Please share the workforce formally compliant with the Anti-Corruption Policy	N/A
		G5.3) Please share the confirmed incidents of corruption during the reporting period	None
		G5.4) Please share the corrective measures taken corresponding to the confirmed incidents of corruption (in case of any)	N/A
	G6. Data Security	G6.1) Does your company follow a Data Privacy policy?	Yes
		G6.2) Has your company taken steps to comply with GDPR rules or similar standards?	N/A
		G6.3) Data security breaches during the reporting period (if any)	None

CATEGORY	METRIC	INDICATOR	PAGE
G7. Sustainability Practices		G7.1) Does your company publish a sustainability report?	Yes
		G7.2) Does your company publish a GRI, WEF SCM, SASB, IIRC, UNGC or CDP based reporting?	Yes
		G7.3) Does your company provide training to its employees regarding topics related to sustainability (environment, human rights, ethics etc.)	Yes
		G7.4) Please share the total sustainability related training provided to employees	N/A
G9. External Assurance		G9.1) Are your sustainability disclosures assured or validated by a third party?	No

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