

SUSTAINABILITY REPORT 2017-18

Building a sustainable future



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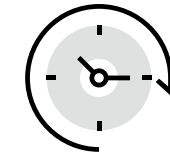
**20 YEARS OF
EXPERIENCE**



**OFFER SUSTAINABLE
SOLUTIONS**



PRODUCT QUALITY



ON TIME DELIVERY




**PASSIONATE ABOUT
OUR WORK**

Summary of Performance

OUR ENVIRONMENTAL IMPACT

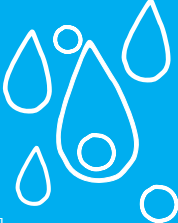
Energy

This year we reduced our energy intensity, per person, by **9.3%** [GRI 302-1]




Water

Over the past five years, we have reduced our water use by **61%** [GRI 303-1]



Emissions

This year we reduced our absolute GHG emissions by **10.3%** [GRI 303-1]



Waste

This year we achieved a **32%** absolute reduction in waste to landfill [GRI 306-2]




2017 Happiness @Work Award

We received the inaugural Happiness @ Work Award for **"Best Workplace Wellness Program"**



Dubai Chamber CSR Label

This year we scored **84%** on the Dubai Chamber CSR Level, compared with the average applicant score of **66%**

Training and Education

This year our office employees undertook an average of **13 hrs** of training per person [GRI 404-1]

Health, Safety and the Environment

This year our lost-time injury rate was less than **0.15** [GRI 403-2]

Supporting Employees

In our employee survey, this year, **98%** of employees stated "I feel our company is a good organisation to work for."

Transparency and Anti-corruption

All our employees have undertaken **training** on our anti-corruption policy [GRI 205-2]

Our Economic Performance

This year our annual turnover was **13%** above our 3-year average



Responsible Procurement

This year, all our suppliers met our labour, environment and social responsible procurement criteria, and in addition **86%** of our own office procurement was in line with LEED EBOM sustainability criteria [GRI 414-1]

Being part of our Community

This year our employees undertook **155** volunteering hours with local partners across the UAE [GRI 413-1]

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Introduction from Marcos Bish

In 2017, Summertown Interiors celebrated its 20th anniversary. I would like to thank all our employees, clients, partners, suppliers and friends for their support over the last 20 years. In this report, our third Sustainability Report, I am pleased to share our performance against the eight topics which we believe matter most to our business and our stakeholders.

Our vision and sustainability strategy recognise global and regional sustainability ambitions, including the United Nation's Sustainable Development Goals, the United Arab Emirates Vision 2021 and Green Agenda 2025 and the UAE Happiness Charter and CSR Mandate. Collectively, these global and national frameworks set out clear objectives for a future sustainable economy, to which we strive to align our goals and practices.

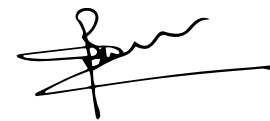
We recognise the challenging business landscape in the UAE and are pleased to have achieved positive financial results. Our annual turnover was 13% above our 3-year average with 79% of business attributable to new clients. We also joined The United Workplace, a formal global alliance of like-minded businesses offering workplace design, fit out or commercial furniture consultancy and installation needs.

As part of our commitment to reducing our environmental impact, this year we have further reduced our office energy, waste and GHG emissions per employee, and significantly reduced the volume of waste being sent to landfill by 32%. A key activity in 2017 was a third-party assessment of our working practices, labour standards and wellbeing of our on-site workers, conducted as part of our work with a leading global client on their new workplace, which resulted in the implementation of our new employee codes and standards.

[GRI 102-14]

In our 20th anniversary year, we recognised our employees' longevity and commitment, awarding 18 employees for 10 years or more service and eight employees for five years of service. I am extremely proud that so many of our employees have been with us for over a decade, and I will personally continue to strive to make Summertown a great place to work that enhances the happiness and engagement of our employees. Our wellness and wellbeing programme aims to enhance employees' lives and I am delighted that we were awarded the inaugural 2017 Happiness@Work Award for 'Best Workplace Wellness Program' in early 2018.

Looking ahead, our focus for 2018 will include defining our next generation of sustainability targets. I am also excited about the WELL Building Standard being adopted in the UAE, which is the first standard to focus exclusively on the health and wellness of the people in buildings. We believe this standard works harmoniously with existing standards, such as LEED. We will be building our knowledge on the standard in 2018 to enable us to gain WELL certification for our office in 2019-20 financial year.



Marcos Bish,
Managing Director



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Who We Are

Summertown Interiors is a commercial interior fit out company based in the United Arab Emirates (UAE) (GRI 102-1). For 20 years, Summertown has been among the UAE's leading and most sustainable contractors, offering superior quality interior fit out solutions. We specialise in commercial office, healthcare and education projects for global Fortune 500 companies, government authorities and local businesses (GRI 102-2).

We operate entirely within the UAE and employ 122 people across our Head Office in Dubai and office in Abu Dhabi (GRI 102-3, 102-4, 102-6, 102-7).

Our primary services include: (GRI 102-2)

- **Fit out** We work alongside architects, designers and project managers to deliver high quality interior fit outs
- **Design & build** We offer a complete single point of contact design and build service that can include sustainable solutions, using existing designs or collaborating with our design partners.

Our mission is to consistently deliver high end sustainable interior projects on time and within budget, which help clients (GRI 102-16):

1. Achieve their environmental goals, improving energy, water and resource efficiency for buildings
2. Create inspiring workplaces to enhance employee health and happiness
3. Deliver operational savings, increasing building value and decrease utility costs.

Summertown Interiors was the first fit out contractor to occupy LEED Gold certified interiors in the UAE and has also been awarded the LEED gold certification for its existing building, operations and maintenance (LEED EBOM). All projects are executed in accordance



with the internationally recognised ISO 9001 quality management system. We are also working with external experts to create an ISO OHSAS 18001 HSE Management System and aim to obtain certification by 2019. These processes underpin our commitment to meet the highest quality, sustainability and safety expectations of our clients. We have also established a Health and Safety Committee which meets monthly and a Labour Committee which meets quarterly.

This year, Summertown joined The United Workplace, a new global network of like-minded businesses, sharing a passion for the workplace – inspiring design, innovation and a culture of collaboration. All members share common ethics, values and goals. The goal of The United Workplace is to provide consistency of service and local insight on a global scale. We have regular meetings and collaboration with the network to discuss strategy, marketing and sales.

Full details of our incorporated status can be found on page 33 of this report.

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Our Business Impacts

For Summertown, we define sustainability as identifying and managing the environmental, social and economic impacts of our business on society and the planet in a responsible way. This includes understanding what matters most to our stakeholders. We recognise our impacts occur at different stages across our business, including (GRI 102-11, GRI 102-15):



SUPPLY CHAIN

- The environmental, social and economic impacts of the materials we procure for our offices and our client projects, including impacts relating to their extraction, processing and transport



OUR OFFICES

- The environmental impacts of our own office workplaces, including the use of energy and water and generation of waste and greenhouse gas emissions
- Our role as a fair employer and ensuring the health, safety, wellbeing, wellness and development of our employees



DELIVERING CLIENT PROJECTS

- The health, safety, wellness and wellbeing and development of all our employees and subcontractors
- The use of resources - in particular raw materials, energy and water, and the GHG emissions and waste generated from our activities on client sites
- The positive impacts of supporting our clients to consider and make more sustainable decisions before, during and beyond the fit out process



WIDER COMMUNITY

- The wider impact of our presence in our local community, via our employee volunteering, in-kind support, and as thought-leaders on sustainable interiors, and sustainable business practices

Governance

Summertown is led by Marcos Bish, Managing Director. The governance and direction of our sustainability strategy is led by the Summertown Corporate Team, which comprises Marcos and senior representatives from the Finance, Operations, Quality, Human Resources, Marketing and Commercial departments (GRI 102-18).

Summertown's Sustainability Committee

To ensure sustainability is embedded across our business, the Summertown Sustainability Committee meets every month. The committee is comprised of a cross section of employees from the business and acts as a taskforce to deliver our sustainability strategy. The committee's responsibilities include:

- Delivery of our sustainability strategy, plans and reports
- Identifying emerging trends and international best practice to provide recommendations to the Corporate Team to evolve future strategies
- Establishing relevant and meaningful metrics for impact measurement
- Assessing performance and progress against our sustainability targets
- Reporting our sustainability performance
- Collecting and reviewing stakeholder feedback
- Acting as champions to promote sustainability into daily business activities and community.

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Global and Regional Sustainability Frameworks

Our approach to sustainability is shaped by, and recognises, a number of global and regional targets and commitments. This includes the role sustainable offices can play in meeting the United Nation’s Sustainable Development Goals (UN SDGs). Key global goals and UAE targets of relevance to Summertown’s business and impact are outlined overleaf:




Global and Regional Sustainability Frameworks *Continued*


GOOD HEALTH, WELL-BEING AND HAPPINESS

 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>UN SDG 3</p> <p>Ensure healthy lives and promote wellbeing for all at all ages: The UAE has appointed a Minister of State for Happiness and launched the National Programme for Happiness and Positivity. In 2017, the UAE was ranked 20th in the World Happiness Index (rising from 28th in 2017).</p>	<p>UAE Target</p> <p>The UAE Vision 2021 has set the ambition for the UAE to be among the five happiest countries by 2021.</p>	<p>Summertown</p> <p>This year, 90% of employees stated 'I am happy in my job' and 93% said 'I am proud that our company is implementing sustainable business practices.'</p>
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WATER SCARCITY

 <p>6 CLEAN WATER AND SANITATION</p>	<p>UN SDG 6</p> <p>Ensure access to water and sanitation for all: Water scarcity affects more than 40% of the global population and the UAE is one of the most arid countries in the world.</p>	<p>UAE Target</p> <p>The UAE Water Security Strategy 2036 target is to reduce water consumption per person by 21% by 2036.</p>	<p>Summertown</p> <p>Over the past five years, we have reduced our water use by 61%.</p>
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DECENT WORK AND INCLUSIVE GROWTH

 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>UN SDG 8</p> <p>Promote inclusive and sustainable economic growth, employment and decent work for all: The UAE has ratified the major International Labour Organization's conventions related to the rights of workers and has set protecting labour as a national priority.</p>	<p>UAE Target</p> <p>The UAE Vision 2021 National Agenda aims to make the UAE the safest place in the world.</p>	<p>Summertown</p> <p>This year our lost-time injury frequency rate was less than 0.15.</p>
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SUSTAINABLE CONSUMPTION AND PRODUCTION

 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>UN SDG 12</p> <p>Ensure sustainable consumption and production patterns: This includes substantially reducing waste generation through prevention, reduction, recycling and reuse. Currently, only 23% of waste in the UAE is recovered.</p>	<p>UAE Target</p> <p>The UAE 2030 Agenda target is to recover 75% of waste by 2021 and Dubai has set a 100% recycling target by 2030.</p>	<p>Summertown</p> <p>We achieved a 32% absolute reduction in waste to landfill versus last year.</p>
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CLIMATE CHANGE

 <p>13 CLIMATE ACTION</p>	<p>UN SDG 13</p> <p>Take urgent action to combat climate change and its impacts: The UAE ratified the UN Paris Climate Change Agreement, to limit global temperature rise to below 2 degrees Celsius in 2016 and has established the National Climate Change Plan of the United Arab Emirates 2017-2050.</p>	<p>UAE Target</p> <p>Generate 27% of energy requirements from nuclear and renewable energy sources by 2021.</p>	<p>Summertown</p> <p>This year we reduced our absolute GHG emissions by 10.3%.</p>
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Our Sustainability Strategy

Our sustainability strategy is based on four pillars

- 1. Environment:** To promote environmental sustainability, in our offices and for our clients, through LEED certification and waste management
- 2. Workplace:** To create a healthy, safe and happy team in our offices and on-site
- 3. Marketplace:** To build lasting relationships with our clients and suppliers
- 4. Local and business community:** To give back to our local community through education and engagement

Our performance - regionally

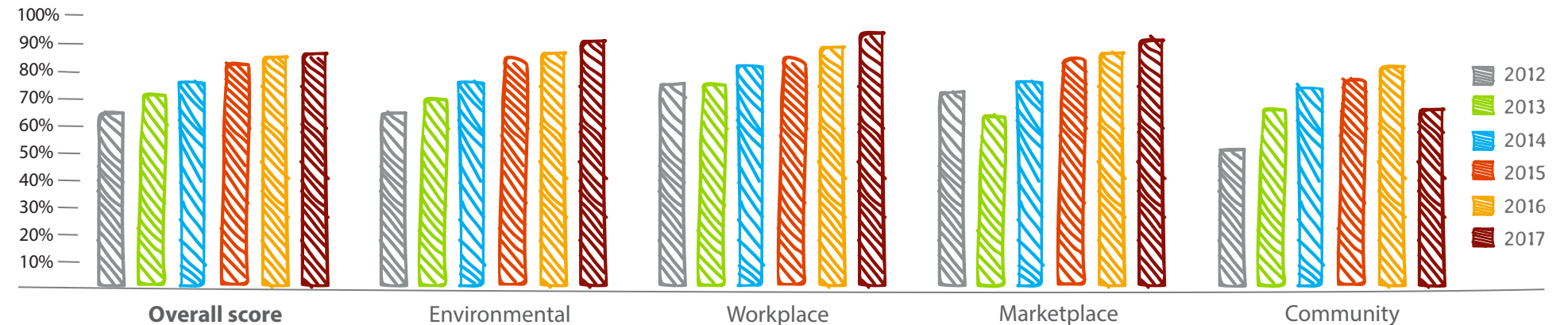
Each year, we invite the Dubai Chamber of Commerce to assess our sustainability strategy and performance against the criteria set out by the Dubai Chamber's CSR Label, across four impact areas: Workplace, Marketplace, Community and Environment (GRI 102-12).

We have been recognised as one of the leading companies within the UAE and have made progress every year for the past six years. This year the CSR Label assessment highlighted our continued investment in employee



training and development programs and our HR practices including our code of business conduct. We will continue to use the framework to improve our sustainability strategy, policies and management practices. Our priority for next year is to improve our community and volunteering performance.

Our performance against the Dubai Chamber CSR Label



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Our Stakeholders

Summertown has a wide range of stakeholders which have been identified by our management. Engaging with our stakeholders to understand their views and what matters most, and then responding to these topics remains a key priority for us. The table overleaf outlines our key stakeholder groups, how we typically engage with these groups and the topics we believe are of most interest to them (GRI 102-40, 102-42, 102-43, 102-44).

This year, to refine our materiality assessment, we conducted a short stakeholder survey with our employees and their family members, partners, external experts, clients, suppliers and investors:

Stakeholder feedback survey (2017-18)







In your relationship with Summertown, which topics are most important to you? N=51	Ranked out of 8 [8 = high importance]
Our environmental impact (e.g. energy, water, waste)	5.7
Our economic performance	5.5
Our health and safety	5.3
Doing business transparently (e.g. anti-corruption)	5.0
How we support our employees (e.g. enhancing employee health and wellbeing)	5.0
Responsible procurement (our supply chain - where and how we buy our materials)	4.0
Employee training and education	3.2
Our support for local communities and charities	2.3

We will be using this valuable feedback to further refine our approach to sustainability and the information we measure and report in future reports.

For our next sustainability report, what would you like to see more information about?	% of respondents
Client quality and satisfaction	51%
Economic, social and environmental benefits of sustainable interiors	45%
Our economic performance	39%
Workplace	33%
Staff training and development	31%
Energy consumption and reduction activities	25%
Buying materials from sustainable sources	24%
Wages and benefits for employees	22%
Protecting environment	22%
Diversity and equal opportunities	18%
LEED certification	18%
Ensuring our suppliers meet human right and fair labour practice requirements	16%
Activities to promote health and well-being	16%
Waste (including reduction activities)	14%
Water consumption and reduction activities	14%
Employee volunteering	12%
Supporting local communities and charities	8%

Our Stakeholders *Continued*

Our stakeholders, how we engage and what matters most

Stakeholder	How we engage	Topics raised
 Clients	<ul style="list-style-type: none"> Website Company newsletter Presentations Seminars, workshops and events 	<ul style="list-style-type: none"> Media Tender processes Customer feedback forms Sustainability report
 Suppliers	<ul style="list-style-type: none"> Website Pre-qualification processes 	<ul style="list-style-type: none"> HSE assessments Vendor forums
 Employees	<ul style="list-style-type: none"> Website Meetings/Town Halls Company events and meetings Training and workshops Staff surveys – occupancy comfort and satisfaction 	<ul style="list-style-type: none"> Staff recognition Wellness programme Volunteering Sustainability report
 Partners	<ul style="list-style-type: none"> Website Meetings (formal and informal) Seminars and events 	<ul style="list-style-type: none"> Media Tender processes Site visits
 Government / Regulators	<ul style="list-style-type: none"> Trade licenses Certifications and membership of associations Financial reports Sustainability reports 	<ul style="list-style-type: none"> Company information Economic performance Environmental performance Community investment
 Investors	<ul style="list-style-type: none"> Financial reports Sustainability report Shareholder meetings 	<ul style="list-style-type: none"> Company performance Economic performance Environmental performance Business accolades and awards
Other including community partners	<ul style="list-style-type: none"> Guest lectures Employee volunteering Student visiting and internship programme 	<ul style="list-style-type: none"> Our support to their activities Best practice sustainability

“**94%** of our stakeholders would recommend **Summertown** to others”

Summertown Stakeholder Feedback Survey 2018

Memberships

We are committed to promoting sustainable practice across the UAE. This is further illustrated through our memberships with:

- **Dubai Chamber of Commerce:** a public non-profit organisations, with the stated purpose of supporting the business community in Dubai and promoting Dubai as an international business hub. Our membership includes annual subscription and quarterly attendance as part of the sustainable business panel.
- **Emirates Green Building Council:** formed in 2006, with the goal of advancing green building principles for protecting the environment and ensuring sustainability in the United Arab Emirates. Our membership includes annual subscription, regular meetings and workshops.

Other memberships include the Netherlands Business Council and The United Workplace Group (GRI 102-13).

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Our Material Issues

To ensure we identify and prioritise the issues which matter most for our stakeholders and our business, we conducted a materiality assessment in 2015.

This involved assessing our own impacts, reviewing our stakeholders' priorities and analysing the wider environmental, social and ethical issues associated with the construction and fit out industry. These inputs were reviewed and priorities agreed through a senior management workshop attended by 20 cross-functional representatives and facilitated by external sustainability experts.

The outcome of this assessment has provided us with a critical understanding of what matters most and, therefore, where we believe we should focus our activities and the key topics to include within this report [GRI 102-45, 102-46, 102-47]. This year the Sustainability Committee reviewed our material issues based on internal feedback and results from our stakeholder survey.

“ The outcome of this assessment has provided us with a critical understanding of what matters most. ”



Our Material Issues *Continued*

Informed by this stakeholder feedback and our existing assessment, we believe the following issues are the ones which matter most to Summertown and our stakeholders (GRI 102-47):



OUR ENVIRONMENTAL IMPACT

Why it matters: Our use of resources (materials, energy and water), our GHG emissions and how we dispose of our waste represent key costs to our business, which will increase with future resource scarcity and regulation.

Our strategy is based upon the USGBC's LEED framework, the most widely used third-party verification for the design, operation and maintenance of sustainable buildings.



OUR ECONOMIC PERFORMANCE

Why it matters: It is imperative that we remain a viable business with sustainable financial returns.

Our strategy includes delivering high quality projects, developing our sustainability credentials as a fit out partner, converting opportunities into projects and building lasting relationships to support repeat business.



SUPPORTING OUR EMPLOYEES

Why it matters: We rely upon the expertise, motivation, diversity and skill of our employees.

Our strategy aims to make Summertown a great place to work by supporting a healthy work-life balance, enhancing employee health and wellbeing and offering a range of employee benefits.



TRAINING AND EDUCATION

Why it matters: Our business relies upon ensuring our people have the skills and know-how to drive the business, deliver their roles and promote our sustainable practices and knowledge with clients.

Our strategy relies upon the continual development of our people to attain the skills and expertise required to deliver fit outs and support our clients on their sustainability journey.



HEALTH, SAFETY AND ENVIRONMENT

Why it matters: We must provide a safe and healthy environment for our workers.

Our strategy includes our HSE committee and working towards ISO OHSAS 18001:2007 certification.



BEING PART OF OUR COMMUNITY

Why it matters: Consideration for the community in which we operate is essential to our position within UAE society.

Our strategy includes contributing to local causes through in-kind donations and engaging young people through local universities and internships.



RESPONSIBLE PROCUREMENT

Why it matters: Our clients look to us to ensure that materials we procure for our fit out projects are responsibly procured and meet sustainability requirements.

Our strategy includes assessing all suppliers to ensure they meet our Code of Business Conduct and to support our clients' shift towards sustainable and responsibly-produced materials.



TRANSPARENCY AND ANTI-CORRUPTION

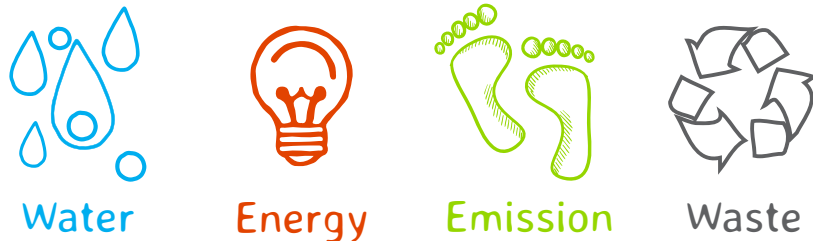
Why it matters: By operating in a transparent manner with our clients, employees and across our supply chain, we can build trusted relationships and mitigate risk.

Our strategy is to be transparent through stakeholder communication, feedback to employees and our Code of Business Conduct, and also by providing regular training for employees on transparency and anti-corruption.

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Our Environmental Impact

Our approach. . . . to environmental sustainability is based upon the U.S. Green Building Council’s Leadership in Energy and Environmental Design (LEED) framework. The LEED framework is the most widely used third-party verification for the design, operation and maintenance of sustainable buildings. The LEED framework provides guidelines for buildings to save energy, water and resources, generate less waste, improve indoor environmental quality and support human health. We measure our environmental performance on-site and in our offices and set annual targets to reduce our environmental impact across water, waste, energy and carbon emissions.



Our Environmental Performance

When discussing our environmental impact, we recognise two key areas:

1. Our environmental performance on site with clients
2. Our environmental impact in our own operations

Our aim for both these areas is not only to improve our environmental impact, but also to reduce costs associated with building operations and to offer healthier and more productive workspaces for employees.

¹ Figures based on project value

Our Environmental Performance – Impact On Site with Clients

Central to our business strategy is supporting clients on their sustainability journeys. Of the projects we undertook in the past 12 months, 21% met either regional sustainability criteria or have been LEED certified.¹ In all cases, even when LEED or other sustainability certification is not requested by the client, we apply the same underlying environmental principles.



Energy and Water Use On Site

This year we began measuring and recording the energy and water usage relating to our operations on site. For each project, our teams take electricity and water meter readings at the beginning of the project and update this information each day on site. This information is shared with our clients at key project milestones and used to identify opportunities to reduce resource wastage, and the associated cost saving. Based on initial results from selected projects, on average per project:

- **Electricity use on site** = 30 kWh per day
- **Water use on site** = 2.5 litres per day

We will continue to roll out this measurement programme and explore how to further analyse this data, to help our teams engage clients around sustainable fit out solutions and post-project sustainable occupancy.

Waste Management On Site

As part of our commitment to increasing recycling rates and moving towards a circular economy within the UAE, we have a formal waste management policy for all client sites. This includes detailed discussions between our project managers and client teams at inception to identify opportunities to reuse or recycle materials during the fit out. This year, across our client projects we received **AED64,000** for the re-sale of scrap steel and aluminium, which also resulted in this site waste being diverted from landfill.

Our Environmental Impact *Continued*

Our Environmental Performance - Impact in Our Own Operations

We are committed to reducing the environmental impact of our own operations. This includes monitoring and adopting best practice guidance and standards to identify areas where we can improve our performance.

- In 2009, Summertown Interiors was the first fit out contractor to occupy LEED Gold certified interiors in the UAE
- In 2016, our offices received LEED Existing Buildings: Operations & Maintenance (LEED EBOM) gold certification from the U.S. Green Building Council – based on our management of energy, resource and water efficiency, sustainable purchasing, indoor environment quality and waste management
- Next year, we plan to start our journey to pursue WELL Certification, with the aim to implement the standard in our offices in 2019-20 financial year. The WELL Building Standard focuses on how the design, operations and behaviours within a building can advance human health and wellbeing.

Water

Responsible water stewardship is critical to the future of the United Arab Emirates. This was recognised within the **UAE Water Security Strategy 2036**, which was announced in September 2017 and set the objective to reduce demand for water by 21% by 2036. This year, we installed a new energy and water-efficient dishwasher to reduce our everyday office water use and to enable us to use re-usable crockery and utensils.



This year, we used a total of **1,090M³** of water at our offices.

This year we also changed to a local tap water filtration system called Quooker, which provides hot and cold drinking water, enabling us to stop our use of plastic bottles for drinking water and boiling the kettle for hot water. To ensure the water filtration was safe for drinking water we contracted a third party to test the safety. This year, we used a total of **1,090M³** of water at our offices. This slight increase from last year was the result of the increased number of people working in our office. Over the next 12 months, we have set a target to reduce our water consumption per person by 10%.



Our water usage² [GRI 303-1]

	2015-16	2016-17	2017-18	TARGET
Water consumption (M³)	1,066M ³	946 M ³	1,090 M ³	
Water intensity (M³ per person)	19.5	19.7	20.2	18.2

²All water was sourced from municipal water supplies. Information on standards, methodologies, and assumptions used are provided by water supplier.

Our Environmental Impact *Continued*

Energy

Since setting our sustainability strategy in 2012, we have reduced our energy usage while continuing to grow our business by investing in energy saving technologies and adopting energy-saving processes and behaviours. As a result, our energy intensity (measured as units of energy per person) has decreased by **26%** over the past five years. Over the past 12 months, we used **142,560 kWh** of energy at our offices, mainly for cooling. This increase is due to the increased number of people working in our offices. Importantly consumption per person decreased. Reducing our energy consumption remains a priority, both to reduce expenditure and to support our carbon commitment. We have set the target of reducing our energy usage by a further 2% per person in the next year [GRI 302-1, GRI 302-3, GRI 302-4].



Energy

Our energy consumption³ [GRI 302-1, GRI 302-3, GRI 302-4]

	2015-16	2016-17	2017-18	TARGET
Total energy consumption (kWh)	163,920	139,840	142,560	
Energy intensity (kWh per person)	2,980	2,913	2,640	2,587

Greenhouse gas (GHG) emissions

In 2012, we set the ambitious target for our offices to be carbon neutral by 2020. This target was designed to inspire carbon reductions across our offices – and has resulted in an absolute reduction of **15,525 Kg CO₂e** per year and a 35% reduction in GHG emissions intensity (e.g. emissions per person). This year, our GHG emissions (Scope 1 and 2) were **62,731 Kg CO₂e**, a reduction of **7,171Kg**.



Emission

As part of our strategic review, our Sustainability Committee are re-examining and recalibrating our GHG emissions target, so it can be aligned with the UAE Intended Nationally Determined Commitments (INDC) for 2030 as part of the UAE's voluntary GHG emission pledges for the Paris Climate Agreement. As set out within the National Climate Change Plan of the United Arab Emirates, the UAE's INDC has pledged to increase clean energy to 27% of the total energy mix by 2021 (from 0.2% in 2014) and to establish an economy-wide emission reduction target by 2020. Whilst finalising our longer term target, in the next year, we aim to reduce our GHG emission by 2% in line with our energy intensity reduction.

Our greenhouse gas (GHG) emissions (Scope 1 and 2)⁴ [GRI 305-1]

	2015-16	2016-17	2017-18	TARGET
GHG emissions (Kg CO ₂) ⁵	81,960	69,902	62,731	
GHG intensity (Kg CO ₂ per person)	1,490	1,456	1,161	1,138

We are continually looking to identify ways to reduce our carbon footprint, including the impact of our employees' travel to work. We encourage all employees to look for opportunities to reduce the number of car journeys. We are delighted that, over the past 12 months, through public transport, cycling and car-pooling, our employees saved over 1,200 'car journeys'⁶.

³All our energy is purchased through the state energy provider and includes energy generated from renewable and non-renewable sources – no energy is sold. The state energy provider provides information on CO₂ emissions. Energy intensity data refers to all energy consumed within the organisation.

⁴These figures have been calculated based on GHG emission information provided by the Dubai Electricity and Water Authority (DEWA).

⁵Metric tonnes of CO₂ equivalent

⁶A 'saved car journey' is defined as each 'employee car journey' that does not occur due to that employee taking either public transport, cycling or sharing a car with a fellow employee

Our Environmental Impact Case Study

This year we installed an electric charging station for electric vehicles in our office car park. The station reflects our support for the UAE government target that at least 10% of all newly-purchased cars will be electric or hybrid, and the overall proportion of electric and hybrid cars in the UAE will be 2% by 2020, and 10% by 2030. The charging station is free for all Summertown employees and visitors to our office. We are also encouraging our employees to evaluate buying an electric car when they next replace their cars.



The charging station is free for all Summertown employees and visitors to our office.



Electric charging station for electric vehicles in Summertown office car park.

Our Environmental Impact *Continued*

Waste

The generation and treatment of waste from our offices represents a significant environmental impact. We are committed to reducing the amount of waste we generate by following the waste hierarchy of:

- **Reduce** – for instance, by replacing water bottles with water filters for our taps
- **Reuse** – for instance, by using reusable, rather than disposable, cutlery and plates
- **Recycle** – for instance, segregated recycling bins are placed on every-floor of our office to enable immediate recycling at source



Office recycling bins



E-Waste



Each week, we record how much waste is generated in total and, within this, how much plastic, aluminium and paper are separated and sent for recycling. This year, we reduced the total amount of waste generated within our offices by **126kg**. By increasing our recycling of aluminium, paper and glass, we have also reduced the amount of waste sent to landfill from our offices by **32%**. We have set the target to reduce our waste to landfill by a further **5%** over the next year.

Total weight of waste by type and disposal method [GRI 306-2]⁷

	2015-16	2016-17	2017-18	TARGET
TOTAL WASTE	740	658	532	
Waste to landfill (KGs)	570	477	326	310
Recycled (KGs)	169	181	206	

⁷ All waste is disposed of using the state provider and segmented into landfill and recycling only. Green waste is composted at the company's own facility

Our Environmental Impact Case Study

As part of the office fit out for an American multinational Internet company, we worked with the client team to identify opportunities to reuse and recycle materials generated during the LEED accredited fit out project. This resulted in cost savings and reduced the volume of waste sent to landfill, by almost **4,000 kilograms**. Through this proactive approach this project reused and/or recycled:



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Our Economic Performance

Our approach. . . Globally, the green and sustainable building sector continues to grow. In 2017, the UAE was named as one of the top 10 markets for green building space by the US Green Building Council with 3.1 million square metres of LEED-certified buildings. Offering our clients sustainable interior solutions which meet international or regional sustainability criteria represents, therefore, a fundamental driver of growth and profitability.



This year our annual turnover was **13%** above our 3-year average



Our 2017-18 financial results were positive with our annual turnover 13% above our 3-year average. This year, in line with our ambition to accelerate the shift to green and sustainable buildings, approximately 21% of our project revenue was accredited as meeting sustainability criteria [GRI 201-1].⁸

Our clients – and the importance of long-term and sustainable relationships

Based on project revenue	2015-16	2016-17	2017-18
Commitment to sustainable building			
% of conventional projects	51%	58%	79%
% of our projects meeting sustainability criteria ⁹	49%	42%	21%
Building long-term relationships			
% New clients	51%	34%	79%
% Repeat clients	49%	66%	21%

⁸ [end-note] Sustainability criteria refer to projects developed in accordance with
 - The Leadership in Energy and Environmental Design (LEED) certification system.
 - 'The Masdar Construction Environmental Management Plan' – a sustainability framework for construction companies working within Masdar City. Requirements include responsible and sustainable practices during construction, including in relation to air-quality, noise, water, materials, waste and energy usage.

Our Economic Performance *Continued*

Over the past 12 months, we have worked with new clients from a wide range of industries, including global multinationals and local UAE government entities. This included a mix of fit out, design and build, and turnkey projects. This year, to support our client delivery and financial processes, we invested in a new Enterprise Resource Planning (ERP) system. We also implemented a series of modifications to our operations and software to be compliant with the introduction of VAT to the UAE in January 2018.



To improve our client relationships, we have reviewed and updated the way we collect their feedback. Customer feedback is reviewed monthly by the Summertown Corporate Team, with individual actions agreed. This year, 88% of projects were delivered on time (with the timing for the other projects a result of changes to specification and scope). Over the past three years, we are pleased that **90%** of our projects received at least a 4 out of 5 for overall client satisfaction, with 94% of clients stating they would recommend us.

“We are pleased that **90%** of our projects received at least a 4 out of 5 for overall client satisfaction, with **94%** of clients stating they would recommend us. ”

Based on our Customer Feedback Reviews between April 2017 to March 2018

	Agree ⁹
Project quality: The end project met expectations	75%
Environmental awareness: The team are environmentally aware and make every effort to follow Summertown’s environmental guidelines	88%
Team expertise: The level of commitment and technical expertise demonstrated by the Summertown team (good or excellent)	96%

Capturing client feedback to ensure continuous improvement

	2015-16	2016-17	2017-18
Project quality and handover (out of 5)	4.0	4.1	3.8
Environment and safety at work (out of 5)	4.9	4.3	4.3
Commitment and expertise of our project team (out of 5)	4.8	4.3	4.4
Average score rating	4.5	4.2	4.2

* As a result of refining our calculation for scores, we have updated previous years to enable more accurate comparison

⁹ Answered ‘agree’ or ‘completely agree’

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Supporting Our Employees - Health, Wellbeing and Wellness

Our approach. . . As we celebrate our 20th anniversary, we are proud that many of our employees have been with us for over a decade. It remains critical that we understand what matters to our employees, from offering competitive rewards and benefits, training and professional development to providing safe and happy working environments and supporting a work-life balance. This year, we conducted our employee satisfaction survey and have used this insight to further refine our approach to creating a workplace that enhances employee health, wellbeing and happiness.

Building An Experienced and Diverse Team

We believe our commitment to understanding and addressing what matters most to our people is reflected in our low level of staff turnover. Almost **half** of our staff have been working with Summertown for at least five years, with nearly a **third** working with us for more than 10 years. As part of our 20th anniversary celebrations, employees who have worked for Summertown for over 5 and 10 years were recognised for their service by our Managing Director. To promote and reward employee longevity, we have set up a benefit package through which employees who have worked for Summertown:

- Over 3 years - receive 1 extra paid day leave
- Over 5 years - receive 3 extra paid days leave
- Over 10 years - receive 1 week extra paid leave

Diversity is part of Summertown’s DNA, 11 nationalities work in our office and to ensure continued diversity, we have the goal that no more than 50% of a single department can be made up of any one nationality. We are also proud that our management team continues to consist of more women than men. This year, we continued to offer flexible working hours, and part-time positions for working parents.

In our employee survey, this year, **98%** of employees stated "I feel our company is a good organisation to work for."



Summertown Labour Committee

This year, we established the Summertown Labour Committee, with the remit to investigate, study and discuss possible solutions to mutual problems affecting labour-management relations. The committee is chaired by our HR Manager and includes four worker representatives selected by our workers, our Quality Control Manager and a Construction Manager. Committee meetings are held quarterly, with actions from each meeting communicated to the relevant departments, our office employees and site workers.

Total number of employees [GRI 102-8]

NUMBER OF EMPLOYEES – OFFICE		2015-16	2016-17	2017-18
Senior management	Male	4	3	3
	Female	4	4	4
Office – Employees	Male	35	33	39
	Female	12	8	8
On-site – Employees	Male	58	55	68
Total		113	103	122

Supporting Our Employees - Health, Wellbeing and Wellness *Continued*

Employee continuity – turnover and longevity (office) [GRI 401-1]

	2015-16	2016-17	2017-18
Employees at Summertown for at least 2 years (%)	60%	73%	74%
Employees at Summertown for at least 5 years (%)	40%	56%	48%
Employees at Summertown for at least 10 years (%)	20%	29%	33%

Employee Satisfaction Survey

Every three years, we conduct an employee satisfaction survey to understand what matters most to our employees, and to identify ways to create a more positive working environment and increase employee retention. In 2018, we will conduct a satisfaction survey for our site workers.

Our performance: What our employees think – a few examples:

	Agree/ strongly agree
I am happy in my job	90%
I know what performance standards are expected of me	90%
Our systems and procedures are geared to help us meet customer needs	90%
The quality of our products and services are very important to our company	95%
Ideas for improvement are actively encouraged in our company	93%
People matter in our company	90%
Overall, I feel our company is a good organisation to work for	98%
I am proud that our company is implementing sustainable business practices	93%
I have confidence in the leadership of our company	90%
My manager treats me fairly and with respect	93%

Happy and Healthy Employees

Workplace wellness and wellbeing is a core element of our sustainability strategy, as there is clear evidence that a healthy and happy workforce delivers wider business benefits, including:

- Improving employee recruitment and retention
- Enhancing productivity, business performance, staff morale and employee engagement
- Reducing accidents, work-related ill health and sickness absenteeism



Our Wellness & Wellbeing programme aims to reduce stress, boost morale, promote a healthy lifestyle and improve employee engagement and teamwork.

The Wellness Program this Year Included

- **Exercise:** Dubai Marathon - participating for the 7th consecutive year; the Summertown Cricket tournament including families and site workers; daily neck & shoulder exercises; yoga sessions and table tennis tournament for office employees
- **Nutrition:** Fruit bowl for employees provided in the office pantry every day; 'healthy hydration' initiative – to encourage everyone to drink two litres of water per day for a week

The Wellbeing program this year included a series of specialist talks and workshops, including on breathing and Wellbeing and Mindfulness sessions. We also introduced an initiative whereby employees can take an extra half day leave on their birthdays.

Supporting Our Employees - Health, Wellbeing and Wellness *Continued*

Health and Wellbeing Survey

Each year, we conduct a survey to assess the impact of our existing health, wellness and wellbeing activities. We use this insight to understand our employees' preferred initiatives, refine what we offer in the future and to develop objectives and impact measurements for wellness and wellbeing activities.



Impact of Summertown employee health and wellbeing activities

	Agree-2017	Agree-2018
It has increased my morale	76%	85%
It has increased my loyalty to the company	76%	76%
It has increased the team spirit amongst employees	83%	96%
It has helped me to change my habit/habits in my personal life	69%	80%
It has made me feel energised and/or positive	N/a	81%
I like talking about our Wellbeing initiatives with my industry peers	64%	78%
I feel proud of my company	93%	98%

2017 Happiness @Work Award

We were delighted to receive the inaugural Happiness @Work Award for “Best Workplace Wellness Program” for our ‘Health, Wellness and Wellbeing’ programme which is designed to enable our employees to make smart and healthy choices in their working and personal lives. The Happiness @ Work Awards is judged by an independent international panel and are the first awards of their kind in the world, recognising organisations that look to promote happiness in the workplace, a healthy work-life balance and a workplace environment that inspires and engages employees.



Future Plans

Looking ahead, we plan to continue our wellness and wellbeing programme, focusing on our most popular activities. We will also look to introduce new initiatives, and have set the following targets for the next year:

- A minimum of six wellbeing and wellness initiatives in a year
- All wellbeing events should attract at least 25% employee participation.

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Training and Education

Our approach. . . The provision of high quality training is crucial to our ambition to be a best-in-class employer. Employee training is according to departmental and individual needs. Through our Goals & Objectives Performance Appraisal system, all office employees identify five goals and objectives at the beginning of the year. Progress and achievement against these goals is agreed at the end of the year with management, with the scores used to identify high achievers for future career development and plan ongoing training needs. It is Summertown’s policy to promote employees from within where possible.

During the past year, our office employees undertook on average 13 hours of training and our on-site teams undertook on average 1.75 hours of training (GRI 404-1). Looking ahead, we plan to create an internal communication platform or peer-to-peer learning forum, so employees can share their experience and knowledge related to their areas of expertise. This will be facilitated through a specific internal training programme.

Committed to Knowledge Sharing

Raising environmental awareness and sharing the opportunities for business to embed sustainability is an area where we believe Summertown can help support the UAE’s transition to a green economy. As a member of the Dubai Chamber Sustainability Network [GRI 102-13], knowledge sharing is central to our sustainability strategy.

This year, we were delighted to deliver a range of sustainability workshops and presentations for our clients, local students, partners, project managers and employees. These included:

- Round table discussion at the Dutch Design Center for partners with the Lamasat and Touch Décor Editorial team
- Sustainability guest lecture at the University of Wollongong, Dubai
- RMJM Sustainability Workshop
- ARUP Lunch & Learn session
- Netherlands Business Council - Smart Cities Network presentation

This year our office employees undertook an average of

13 hrs

of training per person
(GRI 404-1)

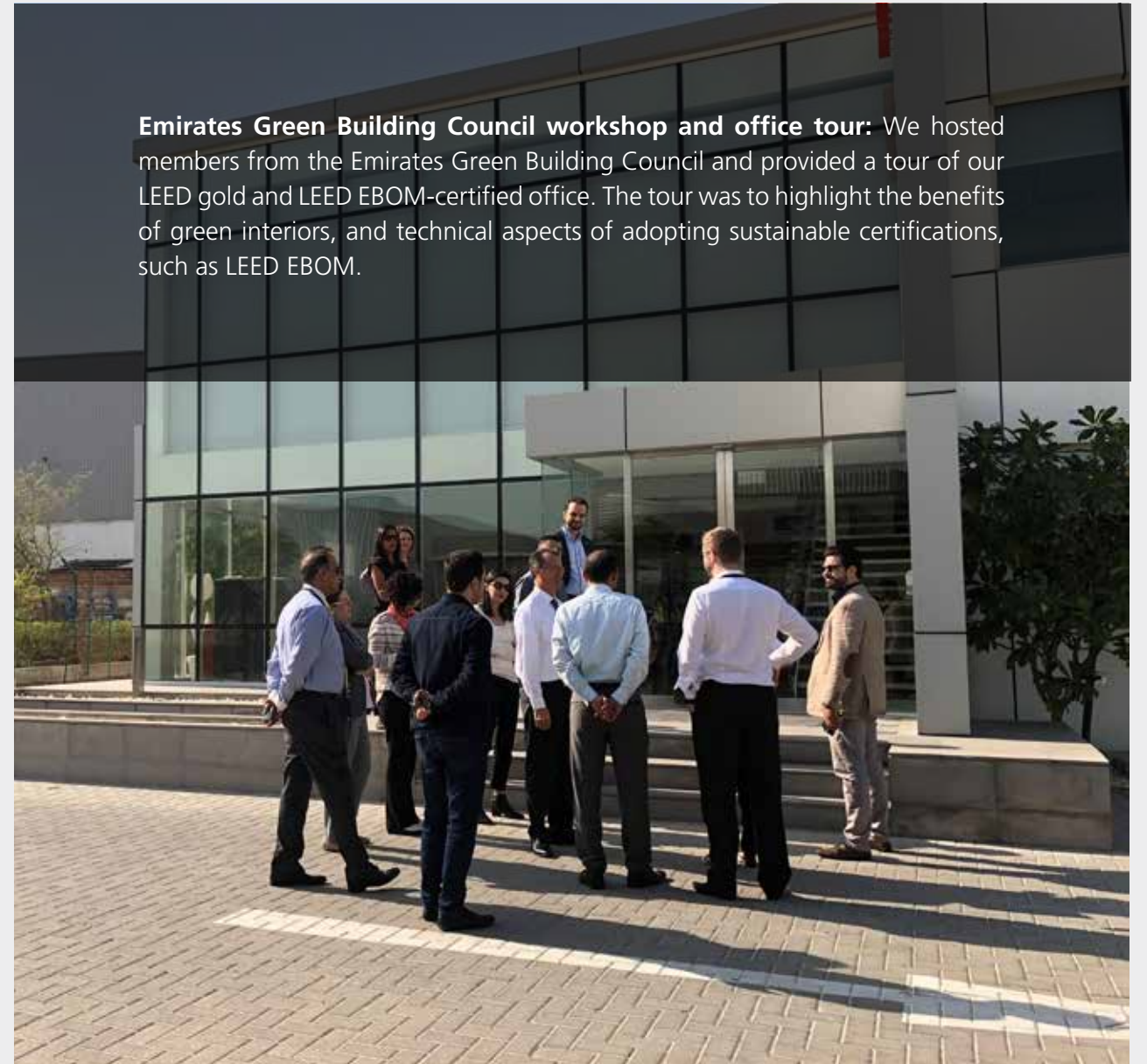


“ Summertown can help support the UAE’s transition to a green economy ”

Training and Education Case Studies



Unilever Young Entrepreneurs Award Sustainability Hackathon: The Managing Director, Marcos Bish, volunteered as a mentor and guided his 'Water Challenge' students from Sharjah University to victory, who won a two month paid internship at Unilever Gulf. The award supports and celebrates inspirational young people under the age of 35 who are working on a unique product, service or application to tackle some of the planet's biggest sustainability challenges.



Emirates Green Building Council workshop and office tour: We hosted members from the Emirates Green Building Council and provided a tour of our LEED gold and LEED EBOM-certified office. The tour was to highlight the benefits of green interiors, and technical aspects of adopting sustainable certifications, such as LEED EBOM.

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Health, Safety and Environment

Our approach. . . Health and safety in the work environment is of the utmost importance to Summertown. To maintain a high standard of performance, our approach to health and safety seeks to be proactive. This includes investing in machinery maintenance, monitoring and recording safety observations and ‘near-misses’, providing appropriate personal protective equipment and empowering staff through training. We believe that, through these activities, we can maintain a healthy, safe and productive working environment for our staff, clients and partners on-site and at our own premises.



This year our lost-time injury rate was less than **0.15** (GRI 403-2)



Central to our approach to health, safety and the environment (HSE) is our **Summertown HSE Committee**; this comprises eight representatives from senior management and project teams. The HSE committee is responsible for:

- Managing and controlling the procedures and policies to ensure site safety throughout Summertown’s sites
- Reviewing current practices and providing feedback to inform future H&S decision-making
- Monthly meetings to review/update any regulations/procedures as required by UAE Construction HSE Laws
- Monthly reporting to the Summertown Corporate Team

A key ambition for the HSE Committee is to achieve ISO OHSAS 18001:2007 certification, an internationally recognised occupational health and safety management system, by 2019.

“ **Providing** appropriate personal protective equipment and empowering staff through **training.** ”

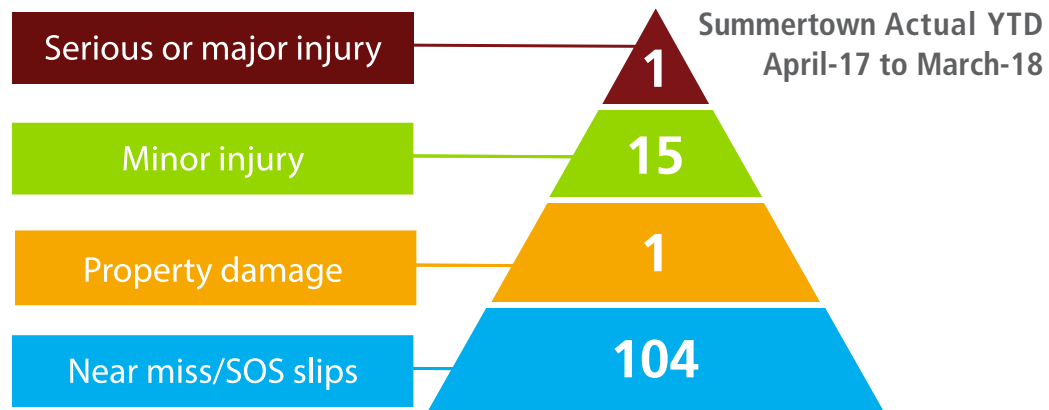
Health, Safety and Environment *Continued*

This year, we have undertaken the following activities to enhance our HSE approach:

- The 'Monthly Machine Routine Maintenance' reporting form has been reviewed, updated and implemented
- A master first aid log has been created to log incidents from all sites and the Summertown Office
- An interfacing fire alarm has been installed in the Summertown Office
- A HSE Inspection was conducted in July at our central store and further inspections are scheduled for individual work sites
- Bi-monthly presentations have been introduced for the office and site staff, conducted by HSE committee members on topics related to HSE, such as 'General Office HSE', 'Site PPE' and 'Emergency Evacuations'

Employee Safety

We use the 'Frank Bird Model' to forecast and mitigate potential incidents.¹⁰ This year, in addition to recording major or minor injuries and illness, we have also reported property damage and near misses. We will use this additional information to identify potential future risks and opportunities to improve our health and safety performance. This information is included in the monthly HSE Management Report to the Corporate Team.



¹⁰ The Frank Bird Model (or Safety Triangle) refers to a globally recognised ratio for accident ratio of 1-30-300 (major injury to minor injuries to no-injury accidents). All health and safety data reported refers to Summertown on-site performance, and relates to male employees within the UAE.



The HSE committee is responsible for setting project-specific HSE objectives and targets, which are monitored through key performance indicators monthly. On-site, we hold daily Tool Box Talks and regular safety drills; this includes all subcontractors' employees.

Our absolute commitment to health and safety

	2015-16	2016-17	2017-18	TARGET
Lost-time injuries frequency rate (LTIFR) – Targets	<0.05	<0.05	<0.05	<0.05
Lost-time injuries frequency rate (LTIFR) – Actual	0.00	0.00	0.15	
Serious or major injury	n/a	n/a	1	
Minor injury	n/a	n/a	15	
Property damage	n/a	n/a	1	
Near miss	n/a	n/a	104	

All vendors and subcontractors providing services to Summertown's projects are required to comply with Summertown's HSE requirements. These requirements include completing a vendor HSE pre-qualification questionnaire for each project and submitting details of their recent Health and Safety accident statistics – including the number of fatal accidents, reportable injuries, injuries to the public and near misses. Our HSE assessment requires all vendors to provide their Health and Safety Policy, risk assessments and safety method statements.

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Being Part of Our Community

Our approach. . . We value our place within our local communities and support a variety of local causes, both directly through our Community Investment strategy and Employee Volunteering scheme.

Community Investment Strategy

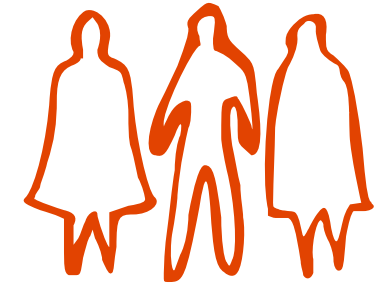
We support our local communities directly through financial donations, employee-matched funding schemes and sponsored events. Over the past five years, we have raised over AED141,337 for our community partners.



This year our employees undertook

155

volunteering hours with local partners across the UAE (GRI 413-1)



Employee Volunteering Scheme

We have made a firm commitment to enable and encourage all employees to 'give back' to the communities in which we operate via the Summertown Employee Volunteering scheme. All employees are offered two days of paid leave every year to participate in community voluntary activities during working hours. As part of this activity, we are a member of Dubai Chamber's ENGAGE programme - a network of businesses and community organisations that support employee volunteering in local communities.

We are delighted that there has been a significant uptake of this scheme. Over the past twelve months, 43% of our employees were involved in volunteering activities, spending an average of 6.6 hours working with different groups and causes. Some of the organisations we have been honoured to support this year include:

- Start (Children with Special Needs)
- Dubai Cares (Walk for Education)
- MOVE (Career Fair for high school students)
- Al Noor Training Centre for Children with Special Needs
- Gift of Education - Room to Read

Being Part of Our Community *Continued*

Encouraging our employees to support our community through volunteering¹¹

	2015-16	2016-17	2017-18	TARGET
Percentage of employees who volunteered	36%	48%	43%	50%
Hours of volunteering (average per volunteer)	8.5	3.9	6.6	200 hours (total)
In-kind value through employee volunteering (AED) ¹²	23,717	18,023	22,768	



This year, we achieved, in total, 155 volunteering hours, with 43% of employees attending at least one event. Our ambition is to build even greater levels of engagement with our volunteering scheme and achieve 200 volunteering hours during next year with 50% of our employees attending at least one event.

We believe we can achieve this goal, by working with fewer organisations on a closer level, and by encouraging employees to share their personal experiences of volunteering in their own words, thereby encouraging others to become involved.

¹¹ Employee volunteering hours refers to activities undertaken during working hours which have been discussed and approved by line management and HR (including name of organisation, nature of involvement and time to be spent). Formal confirmation is provided by the voluntary organisation.

¹² Calculated based on average salary and hours volunteered.

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Responsible Procurement

Our approach. . . One of our biggest impacts relates to the materials we buy for our clients and our own operations. We aim to build long-term relationships with our suppliers, based on price, quality, delivery, service, reputation, environmental and business practices. Our procurement policy sets out criteria to ensure that, at a minimum, all materials we buy meet internationally recognised environmental and labour standards. Our ambition is to go beyond this, to support more sustainable products through our purchasing practices, by using internationally recognised sustainability standards. We have established performance measures to track our purchasing from sustainable sources, for ourselves or on behalf of our clients, and set yearly targets.

Supply Chain - Materials For Our Clients

We procure a wide range of materials for individual client projects, this includes (GRI 102-9):

- Building materials, such as wood, gypsum board, glass and steel
- Mechanical, electrical and plumbing, such as A/C, light fixtures, wiring and plumbing fixtures
- Office safety equipment, such as fire prevention materials and fire alarm systems
- Office furniture, fixtures and equipment, such as blinds, flooring, paint, ceilings and joinery

Responsible Procurement

All new suppliers are evaluated against our pre-qualification system which is based on international standards and includes the following criteria:

- **Quality**, including if the supplier has a quality management system, and if this is compliant to ISO 9001
- **Health and Safety**, including if the supplier has a formal Health and Safety policy and system for recording H&S performance
- **Business Integrity**, including if the supplier is compliant with all UAE local laws and international regulations

This year, all our suppliers met our labour, environment and social responsible procurement criteria, and in addition **86%** of our own office procurement was in line with LEED EBOM sustainability criteria (GRI 414-1)



- **Supplier Chain CSR Management**, including if the supplier has policies for their suppliers to comply and monitor performance on labour / workplace requirements; environmental requirements and business integrity
- **Anti-corruption**, including if the company has anti-corruption policies and procedures in place

Within this pre-qualification assessment, we set out specific criteria relating to:

- **Labour standards and Environmental sustainability credentials**, including confirmation that our suppliers comply with the following:
 - Do not use forced or bonded labour
 - No full-time employed workers under the minimum age of 18
 - All workers are provided with a contract of employment
 - Compliance with local environmental regulation and laws
 - Ensure that harassment, including sexual harassment, physical or verbal abuse and intimidation in working practices, are not tolerated and are grounds for disciplinary action
 - Have a written disciplinary and grievance procedure
 - All workers are provided with written details of their wages, deductions and benefits
- **Environmental sustainability credentials**, including if the supplier:
 - Supplies products which are labelled or have been certified against Eco-label criteria
 - Has an environmental management system, including if certified to ISO 14000
 - Has an internal Sustainability Management Team and/or manager

Responsible Procurement *Continued*

In 2017, all our suppliers met these labour, environment and social criteria [GRI 205-2, GRI 414-1]. We recognise the importance of building long-term relationships with our suppliers. Thirteen of our suppliers have been working with Summertown for over 10 years, this includes, for instance, suppliers we use for furniture fittings, metal works, office furniture and ironmongery.



Sustainable Procurement

Our ambition is that 100% of the materials go beyond our responsible procurement criteria to actively promote more sustainable products and services, by meeting internationally recognised sustainability standards. Criteria we use include:

- **Wood-based materials** which are FSC-Certified
- **Metal materials** with recycled content
- **Glass and ceramics** which are regionally sourced
- **Paints, glues and sealants** which are low in volatile organic compounds (VOCs)
- **Fixtures, fittings and equipment** salvaged off-site
- **White goods (e.g. electrical goods)** are ENERGY STAR rated¹³

Our performance: We set annual targets to increase our procurement of sustainable materials for client projects. This year, 36.4% met our sustainability criteria, exceeding our goal of 35%. Over the next 12 months, our goal is to reach 40%. We will continue to track the purchasing of all products and materials for our projects and monitor the value of materials that are sustainable. We use this information to identify opportunities to increase the proportion of sustainable materials for other projects.

¹³ENERGY STAR is a symbol for energy efficiency energy-efficient products and practices. Forest Stewardship Council (FSC) certification is awarded to products that are made with, or contain, wood from responsibly-managed forests. EPEAT is a procurement system that compares electronics products based on environmental impact.

Sustainability purchasing for our clients

Client spend	2015-16	2016-17	2017-18	2018-19 - Goal
Target (% of spend on sustainable products)	25%	30%	35%	40%
Achieved (% of spend on sustainable products)	28.31%	33.1%	36.4%	Ongoing

Sustainable Procurement for Our Own Operations

As part of our LEED EBOM certification, we have set targets to ensure the materials used within our own operations also meet sustainable criteria.

- **Cleaning products and materials** which meet criteria such as Green Seal Standard
- **Ongoing consumables purchase** such as recycled certified paper and rechargeable batteries
- **Durable goods**, e.g. computers, printers and photocopier units meeting environmental criteria, such as Energy Star or furniture which contains recycled or re-used materials
- **Food**, including meeting international certification such as organic, Fair Trade or produced locally

Over the past 12 months, **86%** of our total purchases for our offices met these criteria. For example, this year we installed Quooker water filtration taps to replace the bottled water which was previously delivered to our office. Our goal for 2018-19 is to increase our sustainable purchasing for our workplaces to 87%.

Sustainability purchasing for our own workplaces

OUR OFFICES	2015-16	2016-17	2017-18	2018-19 - Goal
TOTAL	60.5%	74.6%	86.4%	87%

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Transparency and Anti-corruption

Our approach. . . Transparency is important to us and we believe that it begins internally. We are committed to an open and ethical approach to business across our organisation and with our suppliers and clients. Central to our open and transparent culture is the Summertown Code of Business Conduct which provides the guiding principles we believe are central for our people to uphold ethical standards when conducting business. All employees receive a copy of the Code upon induction and we provide regular training and communications on key aspects and updates to the Code.

Anti-Corruption

All employees have read and accepted the Summertown Code of Business Conduct. This year all our new employees undertook training on our Code of Conduct policy with Thomson Reuters. Topics covered within this online module included ethical dilemmas, how to treat confidential information, scenarios around gifts and entertainment and tips for preventing bribery [GRI 205-2].

Transparency

This year, one of our clients requested that we be audited by an external organization on our policy and approach to Labour Rights. We shared all the HR systems, policies and procedures with the auditors and implemented the necessary changes and improvements according to their findings and recommendations. In addition to satisfying their supplier audit requirements we received a special thank you note from the client and consultant company for our collaboration and prompt actions.

All our employees have undertaken
training on
 our anti-corruption policy (GRI 205-2)



Transparency and Anti-corruption Case Study



This year, as part of the pre-requirements to deliver the office fit out for an American multinational internet company, an external organization conducted a series of third-party audits of our compliance with our client's Labour Right's policy, which is based on UAE Labour regulations and international best practice.

The Audit Included

- Visits to our construction sites to assess the provision of safe and healthy working environments
- Inspection of Summertown worker accommodation and welfare facilities
- Visits to Summertown's office to inspect our human resource systems
- Interviews with randomly selected Summertown employees

Based on the findings of the audit, we have put in place the following improvements, including:

1. Summertown HR Policies

- The workers Handbook revised according to international standards, translated into Hindi and communicated to our site workers
- A new Grievance and Harassment policy was implemented
- Orientation program created for site workers to improve transition to new work environment
- Labour committee established

2. Employee Accommodation

- Refurbished worker accommodation rooms
- Built new indoor recreational facilities
- Developed and communicated new Accommodation Policy
- Revised requirements for emergency procedures
- Monthly inspection by management

Summary of performance

Introduction from Marcos Bish

Who we are

Our business impacts

Global and regional sustainability

Our sustainability strategy

Our stakeholders

Our material issues

Report profile

GRI Index

Report Profile

This report has been produced in accordance with the Global Reporting Initiative (GRI) Standards: Core option [GRI 102-54]. The GRI is an independent international organisation that has pioneered sustainability reporting since 1997. The GRI Sustainability Reporting Standards (GRI Standards) are the first and most widely adopted global standards for sustainability reporting.

This is our third sustainability report and covers the period from 1st April 2017 to 31st March 2018. For previous reports see [creative team add in link to report and to video]. There were no significant changes during the reporting period to the organisation's size, structure, locations, financial structure, ownership, or its supply chain. The report includes the material activities and operations of all the financial entities owned by Summertown Holdings Limited, a private limited company registered in Jersey, UK¹⁴ [GRI 102-10, 102-45, 102-48, 102-49, 102-50, 102-51, 102-54].

It is our intention to continue reporting against the same criteria on an annual basis. The contact point for further information is Marcos Bish, Summertown Interiors Managing Director - email: Marcos@summertown.ae [GRI 102-52, 102-53].

Annex: GRI Index Content Index

The following table provides an index for the location of all the GRI topics represented by performance indicators within this report together with an analysis of the threshold determinations, boundary of impact and level of disclosure. The report has not been subject to assurance. There are no restatements, or significant changes from previous reporting periods to consider [GRI 102-47, 102-48, 102-49, 102-53, 102-54, 102-56, 103-1].

Glossary of Terms Used in the Content Index

- **Relevant:** Relevant topics are those that may reasonably be considered important for reflecting the organisation's economic, environmental and social impacts, or influencing the decisions of stakeholders and, therefore, potentially meriting inclusion in the report
- **Materiality threshold:** Materiality is the threshold at which aspects become sufficiently important that they should be reported – and whether it is material for all entities within the organisation
- **Prioritise:** Those aspects and indicators identified as priorities by the organisation
- **Boundary:** Signifies the location of the impact
 - Supply chain
 - HQ (Dubai Office)
 - Site of Operations (Client).

“ The GRI Sustainability Reporting Standards (GRI Standards) are the first and most widely adopted global standards for sustainability reporting. ”

¹⁴ Trading offices: Summertown International LLC, PO Box 43530, Abu Dhabi, UAE; Summertown Interiors LLC, PO Box 262807, Dubai, UAE. [GRI 102-5]

- Summary of performance
- Introduction from Marcos Bish
- Who we are
- Our business impacts
- Global and regional sustainability
- Our sustainability strategy
- Our stakeholders
- Our material issues
- Report profile
- GRI Index**

Global Reporting Initiative (GRI) Index (GRI 102-55)

Indicators (for core compliance)	GRI Code	Page reference
Organisational Profile		
Name of organisation	102-1	Page 3
Activities, brands, products, and services	102-2	Page 3
Location of headquarters	102-3	Page 3
Location of operations	102-4	Page 3
Ownership & legal form	102-5	Page 33
Markets served	102-6	Page 3
Scale of the organisation	102-7	Page 3
Information on employees and other workers	102-8	Page 20
Supply chain	102-9	Page 29
Significant changes to the organization and its supply chain	102-10	Page 33
Precautionary Principle or approach	102-11	Page 4
External initiatives	102-12	Page 7
Membership of associations	102-13	Page 9
Strategy and Analysis		
Statement from senior decision-maker	102-14	Page 2
Key impacts, risks and opportunities	102-15	Page 4
Ethics & Integrity		
Values, principles, standards, and norms of behaviour	102-16	Page 3
Governance		
Governance structure	102-18	Page 4

Indicators (for core compliance)	GRI Code	Page reference
Stakeholder Engagement		
List of stakeholder groups	102-40	Page 8
Extent of collective bargaining ¹⁵	102-41	Page 34
Identifying and selecting stakeholders	102-42	Page 8
Approach to stakeholder engagement	102-43	Page 8
Key topics and concerns raised	102-44	Page 8
Report Scope and Boundary		
Entities included in the consolidated financial statements	102-45	Page 10, Page 33
Defining report content and topic Boundaries	102-46	Page 10
List of material topics	102-47	Page 10, Page 33
Restatements of information	102-48	Page 33
Changes in reporting	102-49	Page 33
Report Profile		
Reporting period	102-50	Page 33
Date of most recent previous report	102-51	Page 33
Reporting cycle	102-52	Page 33
Contact point for questions regarding the report	102-53	Page 33
Report Status		
Claims of reporting in accordance with the GRI Standards	102-54	Page 33
GRI content index	102-55	Page 34
Assurance		
External assurance	102-56	Page 33

¹⁵ Employee associations, such as unions and collective bargaining are not present in the UAE [GRI 102-41]

Global Reporting Initiative (GRI) Index (GRI 102-55) *Continued*

Indicators (for core compliance)	GRI Code	Relevant	Materiality threshold	Boundary of aspect			Level of disclosure – and omissions	Reason for omissions	Page
				HQ	Site of operations	Supply Chain			
MATERIAL ASPECTS									
Economic Performance									
Direct value generated	201-1	Y	Y	✓	-	-	Partial. Omissions - economic value distributed - Economic value retained	Subject to commercial confidentialities	Page 18
Energy									
Direct energy consumption	302-1	Y	Y	✓	✓	-	Full	n/a	Page 14
Energy intensity	302-3	Y	Y	✓	✓	-	Full	n/a	Page 14
Energy reduction	302-4	Y	Y	✓	✓	-	Full	n/a	Page 14
Water									
Total water withdrawal	303-1	Y	Y	✓	✓	-	Full	n/a	Page 13
Emissions									
Direct greenhouse emissions	305-1	Y	Y	✓	✓	-	Full	n/a	Page 14
Effluents and Waste									
Total waste by type, disposal, etc.	306-2	Y	Y	✓	✓	-	Full	n/a	Page 16
Employment									
Employee volunteering	Non-GRI	Y	Y	✓	-	-	Full	n/a	Page 27
Employee turnover analysis	401-1	Y	Y	✓	-	-	Full	n/a	Page 21
Occupational Health and Safety									
Rates of injury, disease, etc.	403-2	Y	Y	✓	✓	✓	Full	n/a	Page 25
Training and Education									
Hours of training per employee	404-1	Y	Y	✓	✓	-	Partial. Omissions - break down by gender vs. employee category	Data provided based on employee category of office vs. on-site employees	Page 23
Supplier Assessment - Labour Practices									
% of suppliers screened for labour practices	414-1	Y	Y	-	-	✓	Full	n/a	Page 30
Anti-Corruption									
Extent of training on corruption	205-2	Y	Y	✓	✓	✓	Full	n/a	Page 30, 31



P.O. Box 262807, Dubai, UAE t: 971 4 805 3300 f: 971 4 805 3322

www.summertown.ae

P.O. Box 43530, Abu Dhabi, UAE t: 971 2 665 2003 f: 971 2 665 6281