

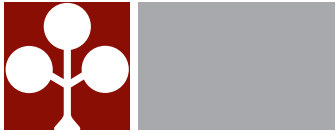
SUSTAINABILITY REPORT 2018-19



JOURNEY2030



Building a **sustainable future**



SUMMERTOWN

Your Fit Out Partner

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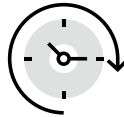
20 YEARS OF
EXPERIENCE



OFFER SUSTAINABLE
SOLUTIONS



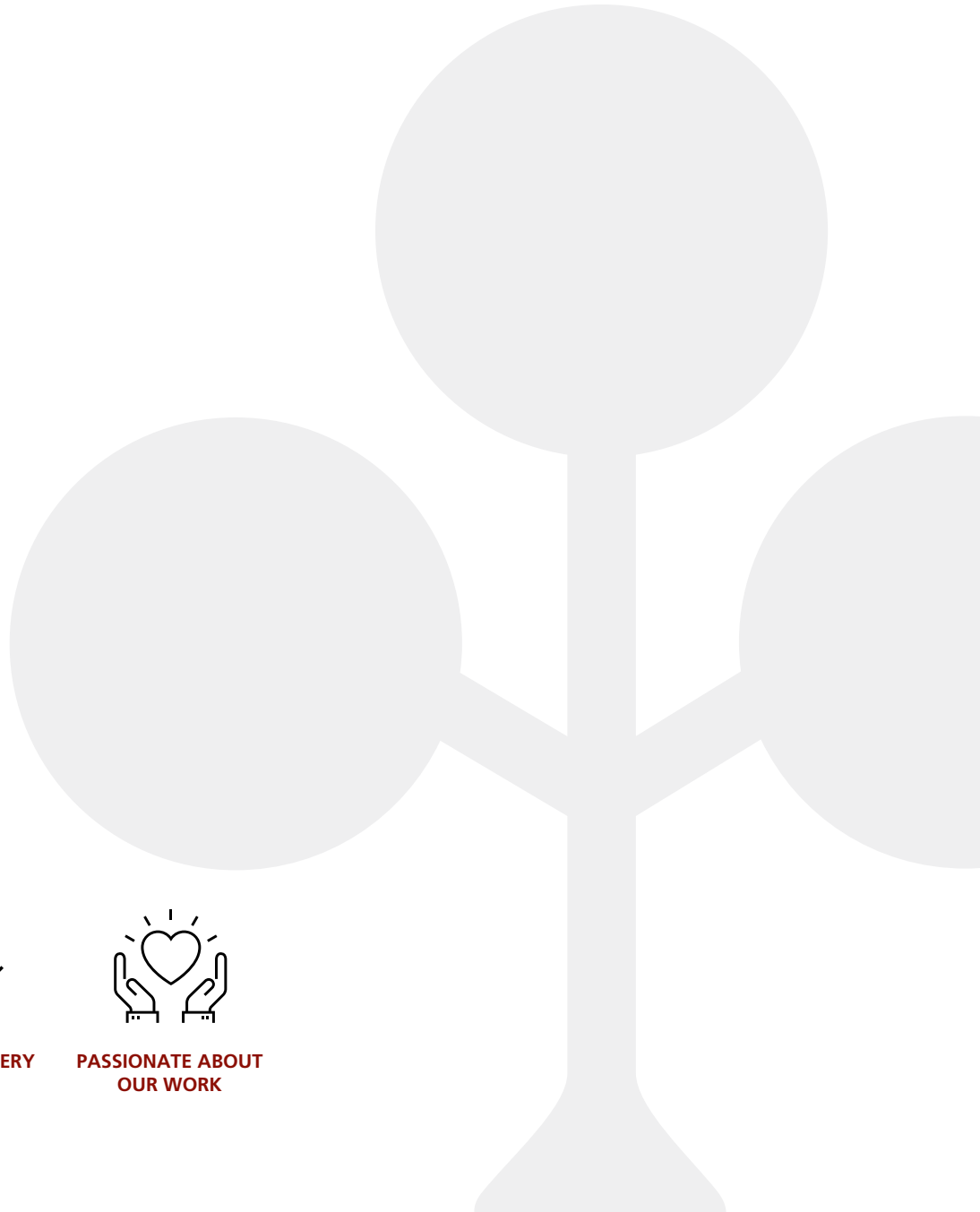
PRODUCT QUALITY



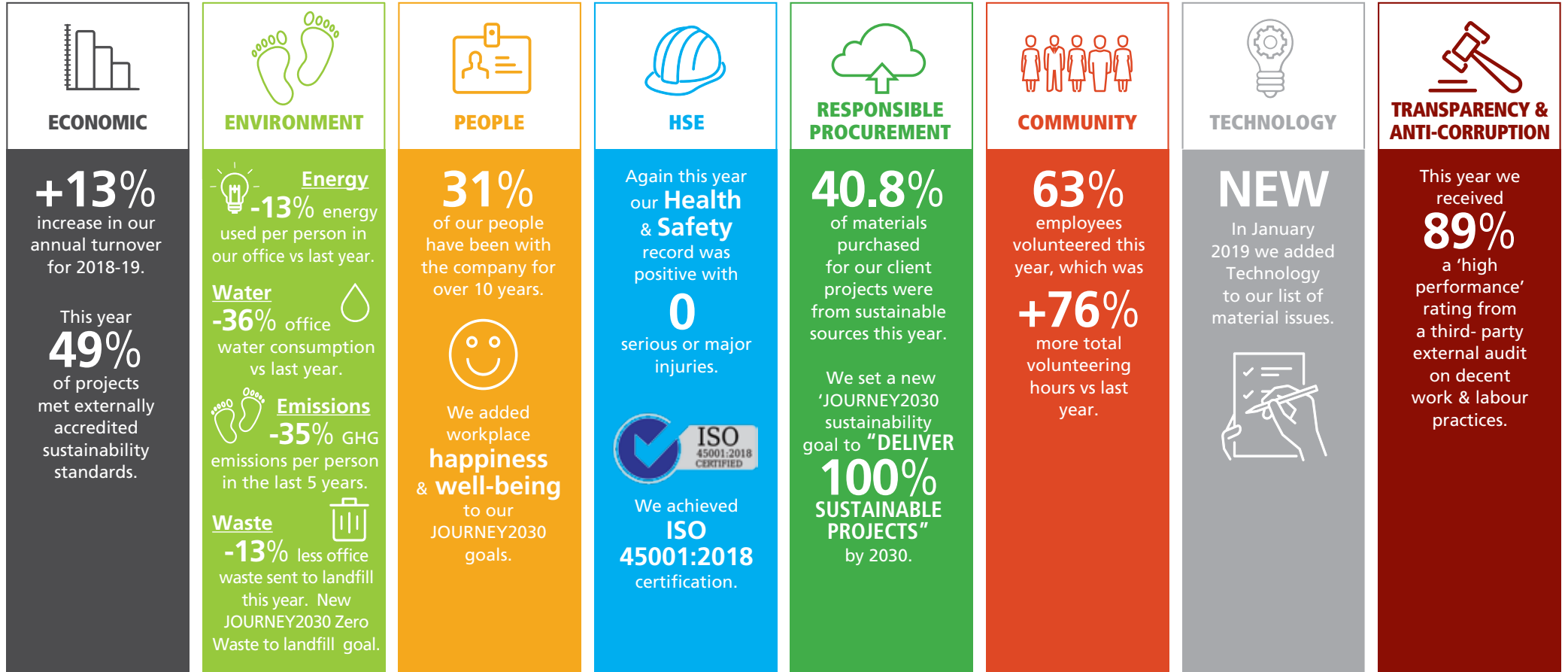
ON TIME DELIVERY



PASSIONATE ABOUT
OUR WORK



2018-19 SUMMARY OF PERFORMANCE



INTRODUCTION FROM **MARCOS BISH** [GRI 102-14]

At Summertown, our vision is to create new commercial interior spaces in an environmentally friendly and sustainable way.

We are proud of the progress we have made on our sustainability journey over the last 10 years and delighted to be able to demonstrate the tangible economic, social and environmental benefits a sustainable workplace delivers through our own experience. By managing our office in accordance with external certifications such as LEED EBOM¹ we have reduced the amount of energy used since 2014 **by 29% per person**; this alone has helped our offices avoid the use of over **50,000 Kwh of energy**, saving nearly AED17,000. Furthermore, our Health and Wellbeing programme has resulted in **85% of our employees** reporting that they feel more energised.

By creating more sustainable workplaces, we in turn contribute to a bigger picture through global and regional sustainability ambitions, including the United Nation's Sustainable Development Goals (SDGs) and the United Arab Emirates' (UAE) Vision 2021, Energy Strategy 2050, Area 2071, Green Agenda 2030 and Happiness Charter.

Given these global and regional priorities, there are four trends I see as critical for how Summertown does business now, and in the future:

- 1. Climate change** - how can we support our clients to reduce the daily environmental impact of their interior workplace?
- 2. Circular economy** - how do we deliver fit out projects which reuse and recycle materials and avoid landfill?
- 3. Workplace happiness** - given the UAE's ambition to be in the top 5 happiest places in the world, how do we deliver workplaces which measurably improve workplace happiness and wellbeing?
- 4. Decent work** - how do we continue to ensure we offer decent work for all, and in doing so exceed the expectations of our domestic and international clients?

I am delighted to share, in this year's report, how we intend to meet these challenges through our new 'JOURNEY2030' sustainability strategy, which sets out three ambitious goals for

Summertown to achieve by 2030:

- 1. Deliver 100% sustainable projects**, including free LEED² certified level certification for all projects over 2,000 m²
- 2. Improve workplace happiness and wellbeing** with the aim for Summertown to continue to be one of the happiest workplaces
- 3. Zero waste** to landfill from both our offices and our client sites.

This year, I am proud to share that our commitment to sustainability was recognised externally, with Summertown being the first SME in Dubai to be awarded The Dubai Chamber of Commerce Advanced CSR Label. Furthermore, we were honoured to receive the inaugural 2019 Netherlands Business Council Dubai Sustainable Business Innovation Award. Other highlights I am pleased to share from this year include:

- Positive economic performance, increasing our annual turnover by 13%.
- Accreditation to ISO 45001:2018 – an internationally recognised health and safety management standard
- Increase in the percentage of materials which met our sustainable procurement criteria for our clients and offices to 41% and 87% respectively

The focus for our year ahead will be embarking on our JOURNEY2030 ambitions and pursuing WELL certification for our office under the WELL Building Standard, which is the first standard to focus exclusively on the health and wellness of the people in buildings. This standard is critical as part of our advocacy and leadership in building the evidence of how workplace interiors measurably improve workplace happiness and wellbeing. I am excited to share this year's performance in this report and look forward to meeting and speaking with you in the year ahead.



Marcos Bish
Managing Director

¹ Leadership in Energy and Environmental Design - Existing Building; Operations and Maintenance (LEED EBOM)
² Leadership in Energy and Environmental Design (LEED)



WHO WE ARE

Summertown Interiors specialises in delivering commercial office, healthcare and education interior fit out projects for global Fortune 500 companies, government authorities and local businesses in the United Arab Emirates [GRI 102-1, 102-2]. We operate entirely within the United Arab Emirates (UAE) and employ 58 people across our Head Office in Dubai and office in Abu Dhabi, and 76 employees as part of our on site teams [GRI 102-3, 102-4, 102-6, 102-7].³

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 and 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

Summertown Interiors was the first fit out contractor to occupy LEED Gold certified interiors in the UAE and has been awarded the LEED Gold certification for its existing building, operations, and maintenance (LEED EBOM). All projects are executed in accordance with the ISO 9001:2015 quality management system. Our approach to Health, Safety and the Environment (HSE) is based on UAE labour regulations and international best practices, and this year we achieved accreditation to ISO 45001:2018 Occupational health and safety management systems. These processes underpin our commitment to meet our clients' highest quality, sustainability, and safety expectations.

³ Full details of our incorporated status can be found on page 32 of this report

⁴ <https://www.area.co.uk/workplace-productivity>

Delivering commercial office, healthcare and education interior fit out projects for **global Fortune 500 companies, government authorities and local businesses** in the United Arab Emirates.



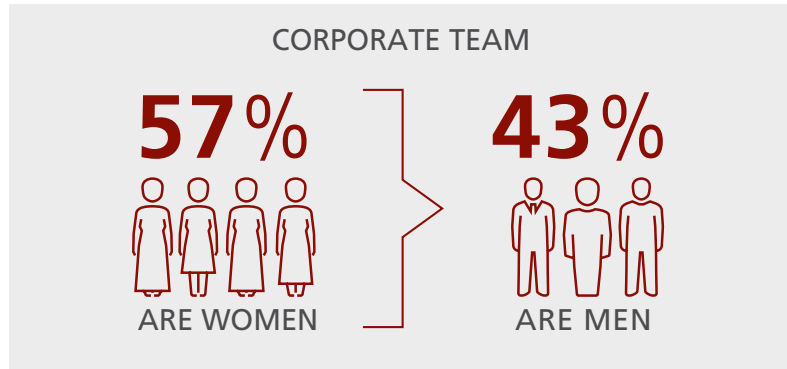
Summertown is a partner of **The United Workplace**, a global network of like-minded businesses, sharing a passion for the workplace – inspiring design, innovation and a culture of collaboration. Through this partnership, global organisations can identify and work with trusted local design and fit out businesses. This year The United Workplace published the **Puzzle of Productivity**⁴, identifying four key drivers of workplace productivity – Leadership, Technology, Wellness, and Environment – which reflects the key themes within Summertown's sustainability strategy and as disclosed within this report.



WHO WE ARE *Continued*

GOVERNANCE

Summertown is led by Marcos Bish, Managing Director. Our sustainability strategy is governed 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]. Of our Corporate team [GRI 405-1] 57% are women, and 43% are men. 72% are aged between 30-50 years.



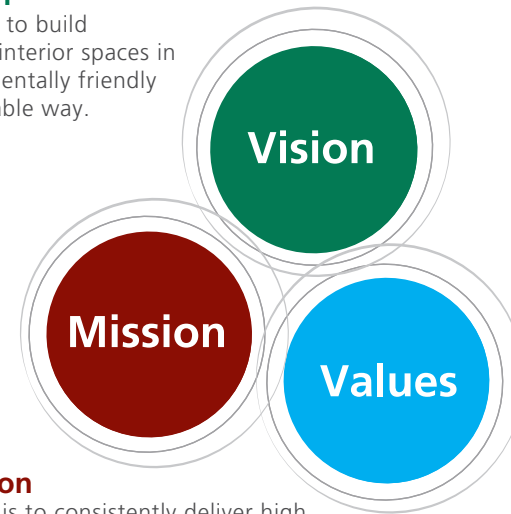
The Summertown Sustainability Committee consists of employees from across our business. The committee meets every month, and is tasked with the delivery of our sustainability strategy, plans and reports, including:

- Identifying emerging trends and international best practices to advise the Corporate Team on future strategies
- Establishing relevant metrics for impact measurement
- Assessing performance and progress against our sustainability targets
- Measuring and reporting our sustainability performance
- Collecting and reviewing stakeholder feedback
- Acting as champions to promote sustainability into daily business activities and community

VISION, MISSION AND VALUES [GRI 102-16]

Our Vision

Our vision is to build commercial interior spaces in an environmentally friendly and sustainable way.



Our Mission

Our mission is to consistently deliver high end sustainable interior projects on time and within budget, which help clients:

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

Our Values

- Quality - devotion and attention to consistency and detail
- Socially responsible organisation - employee friendly and implementing sustainable business practices
- Continuous improvement in everything we do, never being satisfied
- Diversity - opportunity to achieve based on merit. Equal job and career opportunities regardless of religion, race, gender, or nationality
- Effectiveness and efficiency - prioritising, and doing things well

OUR APPROACH TO SUSTAINABILITY

For Summertown, sustainability is defined as identifying and managing the environmental, social and economic impacts of our business on society and the planet in a responsible way [GRI 102-11, GRI 102-15]. This includes:

1. Addressing the impacts which occur at different stages across our business
2. Understanding and addressing the issues that matter most to our stakeholders

Our impact

Summertown's main impact [GRI 102-15] includes:

- The positive impact of improving existing commercial office spaces which can lead to increased resource efficiency, enhanced workplace health, happiness and wellbeing, and reduced operational costs
- Our role as a fair employer, ensuring the health, safety, wellbeing, wellness and development of all our employees and sub-contractors – including those in our offices and on client sites
- The potentially adverse environmental impact related to 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 environmental, social and economic impact of the materials we procure for our offices and our client projects, including impacts related to their extraction, processing and transport
- The wider impact of our presence in our local community, including through employee volunteering, in-kind support, and as thought-leaders on sustainable interiors and design

What matters most to our stakeholders

To ensure we identify and prioritise the topics which reflect our economic, environmental and social impact and which influence stakeholders' assessments and decisions, in 2015 we conducted a materiality assessment to understand what matters most to our stakeholders, business, wider society and planet⁵. The outcome of this assessment informs our strategy, activities and the topics included within this report [GRI 102-45, 102-46, 102-47].

90% of our site employees feel **Summertown** is a good company to work for.

This year, as part of our ongoing engagement with our stakeholders, we received the following feedback, which we use to continually review and revise our strategy and approach:

1. **Site employee satisfaction survey:** Conducted for site employees, with a response rate of 89%

What we heard:

- 90% of our site employees feel Summertown is a good company to work for
- An improvement identified was to provide more initial training for new site employees

2. **Employee wellbeing survey:** Conducted for office-based employees, with a response rate of 81%

What we heard:

- 85% of the employees felt the Summertown wellbeing programme has helped increase their morale
- An improvement was to increase opportunities for employee volunteering

3. **Third-party external assessment:** Conducted by an external organisation (Intertek) of our compliance with a Client's Labour Right's policy

What we heard:

- An overall score of 89%, which is ranked as high performance compared to the average global score (78%)
- Following the assessment, we introduced our new 'Code of Conduct' for suppliers

4. **Feedback from the Dubai Chamber of Commerce:** Via their annual assessment of our sustainability strategy and performance against the criteria set out by the Dubai Chamber's Advanced CSR Label

What we heard:

- Our performance on environmental topics was commended
- Activities around Community and Steering and Governing were identified as areas for future improvement

⁵ For further details see Summertown Sustainability Report 2017-18

OUR APPROACH TO SUSTAINABILITY *Continued*

Stakeholder survey

This year, as part of our ongoing review of what matters most to our stakeholders, and refinement of our sustainability strategy and communication, we conducted a short stakeholder survey. The survey was sent to our employees and their family members, partners, external experts, clients, suppliers and investors. Key points we heard included:

Q: As a key stakeholder which topics are most important to you (answer selected as 'high importance')?

Topic	% of respondents
Our People (training, enhancing employee health and wellbeing)	74%
Our Health, Safety and Environment	71%
Transparency and Anti-Corruption	65%
Our Environmental Impact (energy, water, waste etc.) in our own office and client sites	65%
Being Part of Our Community (supporting local charities)	56%
Responsible Procurement	55%
Our Economic Performance	54%
Technology (new solutions for productivity)	44%

Q: For our next report, what would you like to see more information about? (top 6 responses)

Topic	% of respondents
Improving workplace happiness and wellbeing in our offices	53%
Our JOURNEY2030 goals	51%
Employee benefits	42%
The economic, social and environmental benefits of sustainable interiors	40%
Improving workplace happiness and wellbeing on client sites	35%
Client quality and satisfaction	35%



OUR APPROACH TO SUSTAINABILITY *Continued*

CASE STUDY: First SME to receive Dubai Chamber's Advanced CSR Label

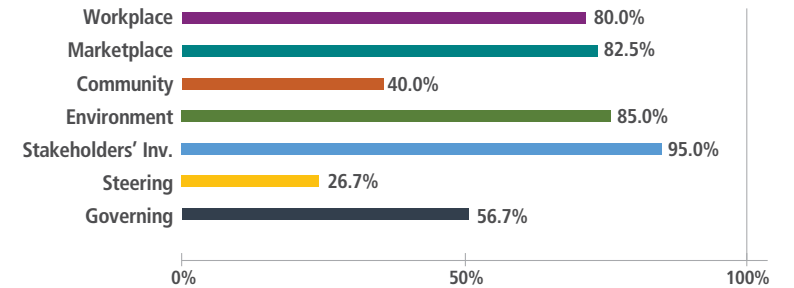
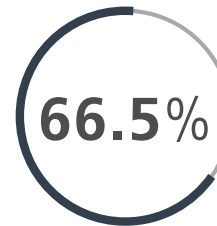
This year we were proud to be the first SME in the UAE to obtain the Advanced CSR Label from the Dubai Chamber of Commerce.

The new Dubai Chamber Advanced CSR Label considers a company's approach to CSR and Sustainability across seven impact areas that includes four standard impact areas: Workplace, Marketplace, Community, and Environment; and three additional areas: Stakeholders' involvement, Steering and Governing.

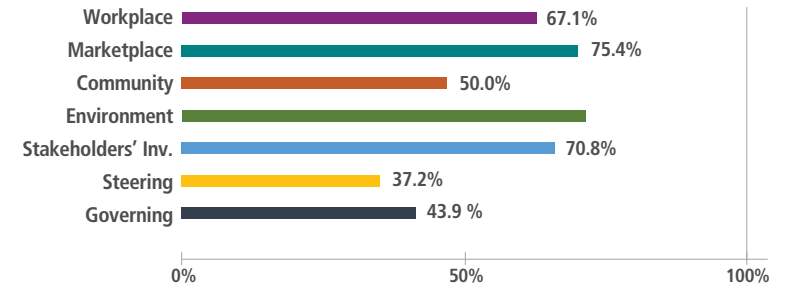
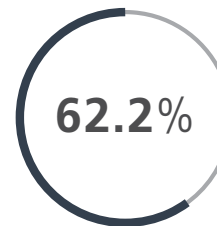


Overall, we scored 66.5%, with Stakeholder Involvement and the Environment identified as particular areas of good practice for Summertown. For next year, we are working on improvements relating to the impact areas of Community, Steering and Governing.

Summertown Interiors



2018 Average DC CSR Advance Label



“ We congratulate you once again for **achieving the Dubai Chamber Advanced CSR Label**. Summertown Interiors has demonstrated a **strong commitment to CSR** and taken practical measures to ensure that CSR is an integral part of the company's operations. **Congratulations!** ”



OUR SUSTAINABILITY STRATEGY

This year we reviewed our sustainability strategy in order to develop a series of goals to guide our approach towards 2030. These were based on the areas in which we believe we can have the most impact on key global goals and UAE targets. As a result, we have three new sustainability goals that underpin our sustainability strategy:

- **DELIVER 100% SUSTAINABLE PROJECTS** (see page 14)
- **IMPROVE WORKPLACE HAPPINESS AND WELLBEING** (see page 21)
- **ZERO WASTE** (see page 16)



DELIVER 100% SUSTAINABLE PROJECTS

100% Summertown projects to meet externally accredited green/sustainability standards by 2030



IMPROVE WORKPLACE HAPPINESS AND WELLBEING

Continuously strive to be a great place to work



ZERO WASTE








Zero waste to landfill from Summertown offices and projects by 2030



Under our goal to **“Deliver 100% Sustainable Projects”** we will offer our clients **FREE** Leadership in Energy and Environmental Design **(LEED) certified level certification** for interior projects over 2,000sqm.

OUR SUSTAINABILITY STRATEGY *Continued*

THE BIGGER PICTURE: How our strategy supports global and regional sustainability ambitions

Sustainable Development Goal ⁶		UAE Targets	Summertown JOURNEY2030
 <p>SDG 13 Take urgent action to combat climate change and its impacts</p>	The UAE National Climate Change Plan 2050 aims to limit global temperature rise below 2°C including generating 30% of the energy from nuclear and renewable energy by 2030	 <p>DELIVER 100% SUSTAINABLE PROJECTS</p>	
 <p>SDG 11 Make cities and human settlements inclusive, safe, resilient and sustainable</p>	One of the six pillars of the UAE National Agenda is providing a sustainable environment and infrastructure		
 <p>SDG 8 Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>	The UAE Vision 2021 aims to make the UAE the safest place in the world and has set the ambition for the UAE to be among the five happiest countries by 2021	 <p>IMPROVE WORKPLACE HAPPINESS AND WELLBEING</p>	
 <p>SDG 12 Ensure sustainable consumption and production patterns</p>	The UAE 2030 Agenda target is to recover 75% of the waste by 2021, and Dubai has set a 100% recycling target by 2030	 <p>ZERO WASTE</p>	

⁶ As part of the development of our JOURNEY2030 strategy we have refined our priority impact SDGs – replacing SDG 6 (Clean water and sanitation) with SDG 11 (Sustainable cities and communities) to better reflect our impacts and align our targets with global targets

OUR MATERIAL ISSUES

Informed by stakeholder feedback and our existing assessment, we believe the following topics reflect our main economic, environmental and social impacts and what matters most to our stakeholders [GRI 102-47].

1. OUR ECONOMIC PERFORMANCE

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



2. 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.



3. OUR PEOPLE

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.



4. HEALTH, SAFETY AND ENVIRONMENT

Why it matters: We must provide a safe and healthy environment for all of our employees.



5. RESPONSIBLE PROCUREMENT

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



6. BEING PART OF OUR COMMUNITY

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



7. TECHNOLOGY

Why it matters: By integrating new technologies for solutions, we aim to increase productivity and be more efficient in a sustainable manner.



8. 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.

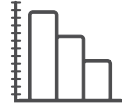


OUR ECONOMIC PERFORMANCE

Supporting sustainable cities and office environments [SDG 11, 13]

Why it matters

Globally, cities occupy 3% of the Earth's land but account for 60-80% of energy consumption and 75% of greenhouse gas (GHG) emissions⁷. Urbanisation is also exerting an increasing pressure on fresh water supplies, biodiversity, waste, infrastructure and public health⁸. Making cities safe, resilient and sustainable represents a global and regional priority, as captured in UN SDG 11 and as one of the six pillars of the UAE National Agenda⁹.



In the UAE there are over 10,000 commercial buildings, which account for approximately 36% of the total electricity consumed¹⁰. We believe the renovation of these buildings can create more sustainable urban environments by improving energy, water and resource efficiency, and enhancing employee health, wellbeing and happiness. We also recognise that these fit out activities can result in environmental and social impacts – both on site and in purchasing decisions.

Therefore, offering our clients solutions to improve the sustainability of their commercial spaces – by meeting externally accredited sustainability standards (such as LEED, WELL, Estidama¹¹) – represents a central pillar of our sustainability strategy. Furthermore, with the green and sustainable building sector continuing to grow, we believe this represents an important driver of growth for Summertown.

In 2019, Dubai was the first city in the MENA region to receive the Platinum Rating in LEED for Cities. This is the highest rating for a city's sustainability performance according to 14 metrics relating to the energy and water sector, waste treatment, transportation, human experience, education, prosperity, equality, health, and safety.



This year **49%** of projects delivered by **Summertown** have met externally accredited sustainability standards.

Our management approach

Offering our clients sustainable fit out options is central to our business strategy. The Summertown Corporate Team track the following performance indicators, relating to our on site activities and our purchasing practices:

1. Number of prospect projects seeking sustainable fit out services
2. Number of projects delivered – by externally accredited sustainability standards
3. Electricity and water efficiency of fit out operations
4. Percentage of materials purchased for clients which met external sustainable accreditation

This year 49% of the projects delivered by Summertown have met externally accredited sustainability standards. Since 2015, 44% of the projects have met externally accredited sustainability standards.

Our performance

In 2018-2019 we increased our annual turnover by 13%, which is 15% above our 5-year average [GRI 201-1].

⁷ <https://www.un.org/sustainabledevelopment/cities/>

⁸ https://www.worldgbc.org/sites/default/files/GABC_Global_Status_Report_V09_november_FINAL.pdf

⁹ <https://government.ae/en/about-the-uae/strategies-initiatives-and-awards/federal-governments-strategies-and-plans/national-agenda>
<https://www.vision2021.ae/en/national-agenda-2021/list/environment-circle>

¹⁰ [Economic-and-Environmental-Benefits-of-Improving-UAE-Building-Stock-Energy-Efficiency%20\(1\).pdf](https://www.dsc.gov.ae/Report/DSC_SYB_2018_02%20_%2001.pdf)
https://www.dsc.gov.ae/Report/DSC_SYB_2018_02%20_%2001.pdf

¹¹ *The Leadership in Energy and Environmental Design (LEED) certification system: The most widely-used green building rating system in the world*
- *WELL Certification: A leading tool for advancing health and well-being in buildings globally*
- *Estidama: A building design methodology for constructing and operating buildings and communities more sustainably*
- *The Masdar Construction Environmental Management Plan – a sustainability framework for construction companies working within Masdar City*

OUR ECONOMIC PERFORMANCE *Continued*

Projects delivered – which meet externally accredited sustainability standards

	2016-17	2017-18	2018-19
Percentage of conventional projects	58%	79%	51%
Percentage of our projects meeting externally accredited sustainability standards	42%	21%	49%

Evaluating and improving our approach

We know from our client feedback surveys, that offering sustainable fit out services is an important factor in choosing Summertown as a partner. We have also heard that the cost of achieving external certification can be a barrier for others, particularly smaller organisations or projects.

Given this feedback, this year as part of JOURNEY2030, we set the goal that by 2030 we would **DELIVER 100% SUSTAINABLE PROJECTS**. There are two components to this target:

1. For all projects over 2,000sqm, we will provide LEED certified level certification at no additional charge
2. For all projects under 2,000sqm, we will provide the ECO-Summertown Sustainability Initiative (ECO-SSI) certification at no additional charge

To deliver this goal, our focus for next year will be:

- Training for our business development managers (BDMs) and on site champions on our new ECO-SSI
- Explore partnerships relating to sustainable interior fit outs with like-minded organisations
- Measure and report the number of projects which receive the ECO-SSI

The ECO-Sustainable Summertown Interior Certification (ECO-SSI) covers six criteria aligned with the LEED certification principles: procurement, health and safety, process, waste, energy, and water efficiency and innovation.

CASE STUDY: Summertown received the NBC Sustainable Business Innovation Award

In March 2019 we were honoured to receive the inaugural 2019 Netherlands Business Council (NBC) Dubai Sustainable Business Innovation Award.

Judged by an independent panel, the NBC awards programme is designed to recognise the outstanding achievements of businesses operating in the UAE. The 2019 award entrants spanned a diverse range of industries including engineering, energy, water, aviation, oil/gas, transport and recruitment.



In receiving the award Summertown were acknowledged for their ongoing commitment to stimulating and operating their business in a green and sustainable way, in particular, citing the newly launched ECO-Sustainable Summertown Interior Certification (ECO-SSI) and its potential to support other organisations on their sustainability journey.

OUR ENVIRONMENTAL IMPACT

Supporting the 'circular economy' in the UAE [SDG 12]

Why it matters

The UAE has one of the highest waste generation rates in the world, with each person estimated to produce almost a tonne of waste every year, the same weight as a car. In total the UAE produces over 9 million tonnes of waste each year, of which construction and demolition waste accounts for over 40%¹².



The waste generated during an office fit out has a significant impact due to the increased demand for natural resources and the pollution associated with its disposal and treatment. As such, we recognise there is an urgent need for the construction and fit out sector to move from:

- a traditional linear economy model (make, use, dispose), to
- a circular economy, in which resources are kept in use for as long as possible, through life extension and maintenance, reuse, refurbishment, remanufacture and finally recycling.

The shift towards a circular economy and reducing the wastage of materials is central to ensuring sustainable consumption and production patterns (UN SDG 12), and reflects the UAE ambition to achieve recycling 75% of waste and zero waste to landfill by 2030. We also recognise increasing the portion of materials that we can offer our clients, which can be recovered, reused or recycled materials from our fit outs, provides an added value and saves costs.

Our management approach

We have a formal waste management policy for all client sites and our offices. This includes:

- **Planning:** Identifying opportunities to reuse or recycle materials with the client team at inception
- **Measuring:** Waste register – to record the materials (%) which can be recycled and reused for every project
- **Delivery:** Based on the most appropriate solutions for each project, following this hierarchy:
 - Reuse and re-purposing
 - Reduce
 - Recycle
- **Collaboration:** Working with our suppliers and sub-contractors to identify other opportunities to reduce waste

To monitor our performance, we track the following key performance indicators:

1. The volume of waste generated on our project sites
2. The volume of waste from our project sites which is diverted from landfill through reuse or recycling (including resell)
3. The value (AED) of the materials resold or reused in a project
4. The volume of waste generated in our office (and disposal route)

Our performance

This year, across our client projects, we:

- Diverted **37.7 tonnes** of materials from landfill through reuse or recycling
- Generated **AED18,500** of income from the re-sale of waste, which was used to offset the cost of recycling waste collection



This year
we diverted
37.7 tonnes
of project waste
materials from
landfill

¹² https://www.scad.gov.abudhabi/Release%20Documents/db193a06-fe73-4b85-b767-9f76eaa070cd_Waste%20Statistic%202018%20fin%20EN.pdf
<https://www.constructiondive.com/news/report-global-construction-waste-will-almost-double-by-2025/518874/>
<https://www.thenational.ae/uae/shoppers-in-dubai-generating-half-a-kilo-of-waste-on-average-mall-trip-1.718762>

OUR ENVIRONMENTAL IMPACT *Continued*

Evaluating and improving our approach

We know from our stakeholder survey this year that reducing our environmental impact is one of the most important topics for our stakeholders. We have also heard from our clients and our industry peers, via The United Workplace and industry-events, that advocating and promoting the move to a circular economy offers an important and distinctive leadership opportunity for Summertown in the UAE.

Given this feedback, and as part of our commitment to support a circular economy within the UAE, this year as part of JOURNEY2030, we set the goal of **ZERO WASTE to landfill by 2030**. This target covers our on site operations and own offices. Going forward, we will also look at how reducing waste can be associated with our wider supply chains.

To achieve this goal, this year we are:

- Developing a reduction roadmap with annual targets – including a 50% waste reduction by 2025
- Setting up measurement systems to record tonnes of on site waste by disposal (re-use, recover, recycled, landfill)
- Identifying partnerships with recycling organisations across the UAE
- Establishing the management practices and guidelines for on site teams to embed into our operations

We set the goal of
ZERO WASTE to landfill by 2030

CASE STUDY: Waste

Across our project sites and offices, different volumes and different types of waste materials are generated. As part of our commitment to moving towards a more circular economy we proactively identify the best routes to reuse and recycle these different materials, including:

- Aluminium and steel are collected and resold
- Wood and joinery are collected and sent for recycling and reuse
- Electronic waste from our offices and our employee homes is collected and sent to specialist recyclers (last year we helped ensure 445kg of e-waste was collected and disposed of in a responsible way)



OUR ENVIRONMENTAL IMPACT *Continued*

OUR ENVIRONMENTAL PERFORMANCE

Leadership: Reducing our office environmental impact [SDG 6, 13]

Why it matters

In 2010, we were proud to be the first fit out contractor in the UAE to occupy LEED Gold certified interiors and in 2016 we continued our commitment to sustainability leadership by receiving the LEED Gold certification for our building’s operations and maintenance (LEED EBOM).

We know that our continued sustainability leadership is important to our stakeholders and we are committed to continuing to improve the sustainability performance of our own offices and demonstrate the benefits of sustainable building interiors including:

- **Reducing** the operating costs
- **Reducing** the environmental impacts
- **Providing** healthier and more productive workspaces for our employees

Our management approach

Our approach to environmental sustainability within our offices is based on monitoring and adopting international best practices to identify areas where we can improve our performance. Building upon our LEED EBOM Gold certification, this year we began our journey to the WELL Building Standard v2 accreditation, which we aim to achieve in 2020.

We are committed to leading advocacy, and going forward, we will continue to 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.

¹³ All our energy is purchased through the state energy provider, which provides information on CO2 emissions



Our performance

Energy:



Over the past 12 months, we used **132,640 kWh** of energy at our offices, mainly for cooling. This was an average of **2,287kWh per person** and a reduction of 13% compared to last year. We have set the target of reducing our energy usage by a further 2% per person in the next year [GRI 302-3, 302-4].

Our energy consumption¹³ [GRI 302-1, GRI 302-3, GRI 302-4]

	2016-17	2017-18	2018-19	TARGET
Total energy consumption (kWh)	139,840	142,560	132,640	129,987
Energy intensity (kWh per person)	2,913	2,640	2,287	2,241

OUR ENVIRONMENTAL IMPACT *Continued*

Greenhouse gas (GHG) emissions:



This year, our GHG emissions (Scope 1 and 2) were **58,365Kg CO2e**, a reduction of 4,366Kg. Since 2012, we have achieved an absolute reduction of **15,525 Kg CO2e** and a 35% reduction in GHG emissions intensity (e.g. emissions per person). In addition, over the past 12 months, our employees saved a distance of **124,842 km's** car journeys through car-pooling.¹⁴

Our greenhouse gas (GHG) emissions (Scope 1 and 2)¹⁵ [GRI 305-1]

	2016-17	2017-18	2018-19	TARGET
GHG emissions (Kg CO ₂) ¹⁶	69,902	62,731	58,365	54,863
GHG intensity (Kg CO ₂ per person)	1,456	1,161	1,006	945.64

Water:



This year, we used a total of **752M³** of water at our offices, on average **13M³ per person**, significantly below our target for the year. This was a **36% reduction** from last year, in part due to the installation of a new water-efficient dishwasher and by reducing water for irrigation. Over the next 12 months, we have set a target to reduce our water consumption per person by 5%.

Our water usage¹⁷ [GRI 303-1]

	2016-17	2017-18	2018-19	TARGET
Water consumption (M ³)	946 M ³	1,090 M ³	752 M ³	714.4
Water intensity (M ³ per person)	19.7	20.2	13.0	12.35
Target for year			18.2	



Since 2012 we have achieved an absolute reduction of **15,525 Kg CO2e** and a **35% reduction** in GHG emissions intensity

Waste:



We record how much waste is generated at our offices, and within this, how much plastic, aluminium and paper are separated and sent for recycling. As part of our **2030 goal for Zero Waste to landfill**, this year we reduced the total amount of waste sent to landfill from our offices by **13%**. We have set the target to reduce our waste to landfill by a further 6% over the next year.

Total weight of waste by type and disposal method [GRI 306-2]¹⁸

	2016-17	2017-18	2018-19	TARGET
Total waste ¹⁹	658	532	1,239	1,164
Waste to landfill (KGs)	477	326	283	268
Recycled (KGs)	181	206	836*	227
Composting	n/a	n/a	120	200

*Higher than the average recycling figure in the office, based on the high paper waste due to the disposal of old paper records

¹⁴ This distance includes the staff who use private transport

¹⁵ These figures have been calculated based on the GHG emission information provided by the Dubai Electricity and Water Authority (DEWA)

¹⁶ Metric tonnes of CO₂ equivalent

¹⁷ All the water was sourced from municipal water supplies

¹⁸ 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

¹⁹ Boundary for reporting waste in our offices has been updated to include materials disposed of during office reorganisations and the recycling of hand paper tissues

OUR PEOPLE

Improving workplace happiness and wellbeing [SDG 3, 8]

Why it matters

On average, people spend 90% of their time indoors and a third of their adult life at work. There is growing evidence that providing inspiring workplaces, fulfilling employment opportunities and workplace wellness programmes can:



- **Support business success:** Organisations with happy employees outperform their competition by up to 20%
- **Improve productivity:** Promoting happiness and wellbeing at work can increase productivity levels by 12%²⁰

95% of employees in the UAE believe they would be more productive if they were happier at their workplace²¹

As such, we believe the fit out of office space and wellbeing programmes and policies – both in our offices and for our clients – has a significant positive impact on people's happiness and wellbeing. This in turn supports a more productive, engaged and fulfilled workforce, and is an important component in the UAE's goal to be among the top five happiest countries by 2021.

Our management approach

Our aim is 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. Our management approach includes our office and site employees, and is based on the following three components:

- Training and development
- Health and wellbeing
- Recognition

We measure and track the impact of our approach, including employee participation and feedback through:

- **Employee satisfaction surveys** – for all employees, conducted every two years
- **Wellbeing programme and volunteering satisfaction survey** - for office-based employees, conducted annually
- **The Summertown Labour Committee** - for site-based employees, held every three months [see box]

Feedback is shared with the Summertown Sustainability Committee and used to further refine our approach.

The Summertown Labour Committee was established in 2017, with the remit to investigate, study and discuss possible solutions to mutual problems affecting labour-management relations. This committee is **focused on giving our site employees a voice**, and through regular scheduled meetings with senior management, an opportunity to communicate what matters most to them and how we can improve labour practices.

²⁰ UAE National Programme for Happiness and Wellbeing: Guide to happiness and wellbeing in the workplace

²¹ <https://www.arabianbusiness.com/jobs/383128-95-of-uae-employees-more-productive-if-they-were-happier-at-work>

OUR PEOPLE *Continued*

Our performance

Our people [GRI 102-8, 401-1]

	2016-17	2017-18	2018-19
Office employees			
Number of employees	48	54	58
Gender	M:75%	M:78%	M: 80%
	F:25%	F:22%	F: 20%
Nationalities	11	12	12
Turnover rate	n/a	3%	7%
Longevity	5 years + 56%	5 years + 48%	5 years + 48%
	10 years + 29%	10 years + 29%	10 years + 31%
Site-based employees			
Number of employees	55	68	76
Gender	M: 100%	M: 100%	M: 100%
Nationalities	2	2	2
Turnover rate	n/a	6%	13%

Training and Education

This year our office-based employees undertook **688 hours** of training, an average of **12 hours** per employee [GRI 404-1]. We also created a new internal peer-to-peer learning forum, which enabled employees to share their skills with their colleagues, for example 'how to give and receive feedback', 'health and safety' and 'advanced Excel training'.



This year our site employees undertook **786 hours** of training, an average of **10.3 hours** per employee [GRI 404-1]. This included project orientation for new employees, project skill development and health, safety and environment (HSE) related training. In addition, this year we also supported 34 site employees to attend weekly English Learning classes, delivered by Smart Reading over a 5-month period.

Through our Goals and Objectives Performance Appraisal system, all office employees identify five goals and objectives at the beginning of the year. Progress against these goals is used to identify future career development and plan ongoing training needs.

OUR PEOPLE *Continued*

Health and Wellbeing

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

This year we delivered eight health and wellbeing initiatives for our office employees (average participation rate 46%). These included:

- **Health:** Basic health check-up, water drinking challenge, table tennis tournament, basketball league and daily neck exercises
- **Wellbeing:** Mindfulness and meditation sessions, monthly wellbeing newsletters

Our site employees were also part of the basic health check-up and water drinking challenge, with an average participation rate of 97%.

Recognition

Our peer-to-peer recognition system is an avenue to enable everyone to nominate colleagues for their outstanding effort and behaviour. The aim is to:

- Motivate employees to do great work
- Encourage a more collaborative approach to work and team spirit
- Increase morale and positive company culture

To encourage our employees to use the system in the coming year we will offer awards to the first three most recognised employees every 6 months.

Evaluating and improving our approach

From our wellbeing satisfaction survey, we have consistently heard that workplace wellbeing is important to our employees in terms of their wellbeing, happiness and performance at work. For instance, this year when asked to rate the impact of our wellbeing programme:



This year **we delivered eight health and wellbeing initiatives** for our office employees

- **93% agreed it has increased team spirit amongst employees**
- **85% agreed it has increased their morale**

Given this feedback, and as part of our vision to create inspiring workplaces, we have set the goal to **improve workplace happiness and wellbeing by 2030 - continuously striving to be a great place to work.** This includes:

- Maintaining Summertown as one of the happiest workplaces by 2030
- Creating inspiring workplaces, which provide measurable employee health and happiness

Over the next year, we are developing the roadmap to deliver this goal which includes:

- Establishing the metrics to measure employee happiness
- Refining our wellbeing programme based on feedback from employees
- Identifying external partners to support and advocate
- Achieving WELL certification (see case study)
- Developing ways to work with clients to measure the impact of our fit out projects on employee health and happiness

OUR PEOPLE *Continued*

CASE STUDY: WELL Registration and Certification journey

We believe that office fit out and management have a tangible impact on employee health, wellbeing and happiness. We also know this is an important factor for our clients, however we also recognise this is a difficult concept to measure and track.












As part of our commitment to build the evidence for sustainable and happy workplaces, this year we received registration to start our journey to the WELL Building Standard™ (WELL) certification. Through this journey we hope to improve the health, happiness and wellbeing of our people and also build the evidence to demonstrate the benefits of a wellbeing office space to others.



“ Summertown Interiors joins a dedicated community of leaders bringing health and wellness to the forefront of our workplaces. We applaud Summertown Interiors' commitment to its employees and its clients and look forward to supporting them on their journey to wellness. ”

International WELL Building Institute - Chief Commercial Officer Jessica Cooper

WELL v2 is a performance-based system for measuring, monitoring and improving how an office environment impacts human health and wellness. This includes designing interior spaces, and policies and programmes which focus on:

-  **Air:** Ensuring high levels of indoor air quality across a building's lifetime
-  **Water:** Including availability and quality of drinking water, and avoiding water damage
-  **Nourishment:** Creating food environments where the healthiest choice is the easiest choice
-  **Light:** Promoting lighting environments that are optimal for visual, mental and biological health
-  **Movement:** Promoting movement, physical activity and active living and discouraging sedentary behaviours
-  **Thermal Comfort:** Ensuring thermal comfort among all building users
-  **Sound:** Identifying and mitigating acoustical comfort parameters that shape the occupants' experiences
-  **Materials:** Reducing human exposure to hazardous building material ingredients
-  **Mind:** Promoting mental health and positively influencing cognitive and emotional wellbeing
-  **Community:** Supporting access to essential healthcare, workplace health promotion and accommodations for new parents, and establishing inclusive integrated communities through civic engagement and accessible design
-  **Innovations:** Developing unique strategies for creating healthy environments

Achieving the WELL certification will complement our current office interior LEED certification and will also enable our WELL Accredited Professional (WELL AP) team members to experience the process first-hand and use the knowledge to support clients who wish to pursue the WELL certification. Our aim is to complete the process and receive the WELL Certification (including third-party certification body) by the end of 2020.

HEALTH, SAFETY AND THE ENVIRONMENT

Maintaining high standards for health and safety [SDG 8]

Why it matters

Worldwide, over 2.7 million people die each year from work-related accidents or diseases. That equates to over 7,600 people a day²². Ensuring everyone has, at a minimum, access to a safe and secure working environment and is fairly remunerated is a fundamental human right as stated in SDG 8.



We recognise that the construction industry in the Middle East has a disproportionately high rate of recorded accidents. As such health and safety in the work environment for our employees, sub-contractors, vendors, clients and partners on site and at our own premises is of the utmost importance to Summertown.

Our management approach

Our approach to Health, Safety and the Environment (HSE) is based on UAE labour regulations and international best practices and this year we achieved accreditation to ISO 45001:2018 Occupational health and safety management systems. The key elements of our HSE management approach include:

- investing in machinery maintenance
- incident and accident reporting
- monitoring and recording safety observations and 'near misses'
- providing appropriate personal protective equipment
- empowering staff through training, including daily Tool Box Talks and regular safety drills

All vendors and sub-contractors providing services to Summertown's projects are required to comply with Summertown's HSE requirements. This includes:

- completing a vendor HSE pre-qualification questionnaire for each project
- 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'
- providing their Health and Safety Policy, risk assessments and safety method statements

²² <https://www.ilo.org/global/topics/safety-and-health-at-work/lang--en/index.htm>



HSE is managed by the **Summertown HSE Committee**, comprised of eight representatives from across our senior management and project teams. This committee is responsible for:

- Managing and controlling the procedures and policies to ensure site safety
- Reviewing current practices and providing feedback to inform future HSE decision-making
- Updating our procedures as required by UAE Construction HSE Laws and international best practice
- Setting project-specific HSE objectives and targets

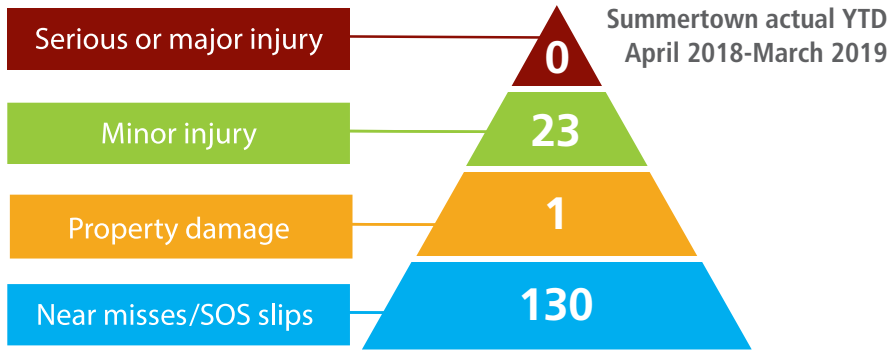
All HSE key performance indicators are reviewed monthly and reported to the Summertown Corporate Team. Information on potential future risks and opportunities to improve our health and safety performance is also included in the monthly HSE Management Report to the Corporate Team.

HEALTH, SAFETY AND THE ENVIRONMENT *Continued*

Our performance

We are pleased to report that over the past 12 months, there were no fatalities, serious or major injuries [GRI 403-2].

As part of our HSE management approach, we also track our HSE performance against the 'Frank Bird Model' or the 'accident triangle', which provides a relationship between serious accidents, minor accidents and 'near misses'. We use this additional information, in particular the 'near misses' – situations observed by personnel that could potentially result in an incident or accident if not rectified – to identify future risks and opportunities to improve our health and safety performance.



ISO 45001:2018 is the world's first international standard for occupational health and safety and provides a framework to increase safety, reduce workplace risks and enhance health and wellbeing at work.



Our absolute commitment to health and safety

	2016-17	2017-18	2018-19	TARGET
Lost-time injuries frequency rate (LTIFR) – Targets	<0.05	<0.05	<0.05	<0.05
Lost-time injuries frequency rate (LTIFR) –	0.00	0.15	0.00	
Serious or major injury	n/a	1	0	
Minor injury	n/a	15	23	
Property damage	n/a	1	1	
Near misses	n/a	104	130	

Evaluating and improving our approach

The health and safety of our employees is a high priority for our stakeholders, in particular our employees and clients, and remains a priority for our business.

As part of our formal HSE risk management review, in addition to achieving the ISO 45001:2018 certification, this year we undertook the following activities to enhance our HSE approach:

- New employee presentation and trainings during this year – for office and site-based employees, included:
 - April/May 2018 - Emergency evacuation
 - June 2018 - First aid
 - Feb/March 2019 - Electrical safety and isolation procedures
- Fire emergency 'mock drills' were conducted and the findings and improvement opportunities identified were communicated to employees through an official memo
- Consultant appointed for the integration of Summertown OH&S Management system to comply with ISO 18001

RESPONSIBLE PROCUREMENT

Sourcing materials responsibly and sustainably [SDG 12]

Why it matters

By 2050, the global population is predicted to reach 9.6 billion. Based on current consumption rates, it will require three 'planet Earths' to provide all the natural resources needed for this human population. Achieving sustainable consumption and production is one of the most critical and complex challenges facing humanity, as reflected in SDG 12, and the UAE's Green Growth Strategy.



We recognise that one of our biggest impacts relates to the resources and materials we buy for our clients and our own operations. This includes materials such as [GRI 102-9]:

- Building materials, such as wood, gypsum board, glass
- Heating, ventilation and air conditioning technology
- Electrical and plumbing items, such as cable, light fixtures, wire and wiring accessories
- Office safety equipment, such as fire prevention materials and fire alarm systems
- Office furniture, fixtures and fittings, such as blinds, carpet tiles, paint
- Cleaning products and materials

We also know that our clients are increasingly looking for their suppliers to ensure materials used on their sites come from sustainable sources and are responsibly produced, including requirements relating to externally-accredited sustainability standards such as LEED. As such, we recognise that responsible procurement is an important aspect of our relationship with the client team. Where possible, we also work with the design teams to include higher proportions of responsibly sourced materials.

²³ All new suppliers are evaluated against our pre-qualification system

²⁴ 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.

Our management approach

Our approach to responsible procurement is based on building long-term relationships with our suppliers who meet our Code of Business Conduct, and moving from responsible to sustainable consumption.

1. **At a minimum:** The Summertown Responsible Procurement policy sets out criteria to ensure all materials we buy come from suppliers who meet internationally-recognised environmental and labour standards [see box 1]²³
2. **Our ambition:** 100% of the materials we buy meet internationally-recognised sustainability standards [see box 2]

Box 1: Responsible procurement requirements

Summertown Responsible Procurement policy and pre-qualification questions for all suppliers and sub-contractors includes:

- **Quality:** e.g. Does the supplier have a quality management system, and is it compliant with ISO 9001?
- **Health and safety:** e.g. Does the supplier have a Health and Safety policy and system for recording performance?
- **Business integrity:** e.g. Is the supplier compliant with all UAE local laws and international regulations?
- **Anti-corruption:** e.g. Does the supplier have anti-corruption policies and procedures in place?
- **Labour standards:** e.g. Does the supplier meet international labour principles²⁴?
- **Environmental sustainability:** e.g. Does the supplier have an environmental management system certified to ISO 14000?
- **Supply Chain CSR Management:** Does the supplier have policies for their suppliers to comply and monitor performance on labour/workplace requirements, environmental requirements and business integrity?

RESPONSIBLE PROCUREMENT *Continued*

Box 2: Promoting sustainable consumption

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

- **Wood-based materials** which are FSC Certified
- **Metal materials** with recycled content
- **Glass and ceramics** which are regionally sourced
- **Paints** which are low in volatile organic compounds (VOCs)
- **Ceiling tiles, fixtures and fittings** with content salvaged off-site
- **White goods (e.g. electrical goods)** which meet international standards such as ENERGY STAR²⁵
- **Cleaning products and materials** which have met external eco-labels accreditation
- **Foods** which meet sustainability accreditation such as Rainforest alliance, Fairtrade or organic

Our performance

To track and improve our performance we measure:

- The number of new and existing suppliers and sub-contractors who are prequalified against our responsible procurement policy
- The value of the materials procured from sustainable sources - for clients (by AED)
- The value of the materials procured from sustainable sources - for our offices (by AED)

This information is used to set yearly targets and to identify opportunities to increase the proportion of sustainable materials for other projects.

This year, all the suppliers met the Summertown responsible procurement policy, including 49 new sub-contractors/suppliers and 20 existing sub-contractors/suppliers [GRI 414-1]. We also increased the percentage of sustainable procurement for our clients and offices to 41% and 87% respectively.

We also increased the percentage of sustainable procurement for our clients and offices to **41%** and **87%** respectively



This increase reflected our focus on identifying new options for the sustainable sourcing of joinery products (from within 500km). Over the next 12 months, our goal is to reach 42% for our clients and 88% for our offices.

Sustainability purchasing

	2016-17	2017-18	2018-19	TARGET
For our clients - sustainable products (%)				
Target	30%	35%	40%	42%
Achieved	33.1%	36.4%	40.8%	
Our offices - sustainable products (%)				
Target	75%	79%	87%	88%
Achieved	76.4%	86.4%	87.3%	

²⁵ ENERGY STAR is a symbol for 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 electronic products based on their environmental impact

BEING PART OF OUR COMMUNITY

Giving back to our local community [SDG 11]

Why it matters

The UAE Vision 2021 National Agenda sets out the goal to preserve a cohesive society proud of its identity and sense of belonging, and for the UAE to be among the best in the world in the Human Development Index and to be the happiest of all nations so that its citizens feel proud to belong to the UAE. We are proud citizens of the UAE and are committed to giving back to our local community.



Our management approach

We support our local communities both directly and indirectly through:

- Employee volunteering
- Community investment – via financial donations, employee-matched funding schemes and sponsored events
- Knowledge sharing

Employee volunteering

We encourage all our employees to ‘give back’ to our local communities via the Summertown Employee Volunteering scheme. All the employees are entitled to two days of paid leave to participate in volunteering activities during working hours. This year, **63%** of our employees participated in at least one volunteering activity, spending 273 total hours volunteering, which was 36% above the target. Some of the organisations and activities we have been honoured to support this year include:

- **Education for all** (Stationery Collection Drive)
- **Manzil** (Children with special needs)
- **Dubai Cares** (Walk for Education)
- **Gift of Education** (Reading Buddies and Career Talks)
- **Al Marmoom Initiative** (Children with special needs)
- **The Wex-Hub** (Job shadowing)
- **Dubai Chamber of Commerce** (CSR workshops)



Community investment

We also support our local communities directly through financial donations, employee-matching funding schemes, sponsored events and in-kind projects. To date we have provided over **AED 140,000** in kind-support, including working with organisations such as **4get-me-not** – providing design, construction and logistical support for their local community theatre performance.

During the holy month of Ramadan, for the third consecutive year, our office staff donated Eid packs of personal grooming products, food and telephone cards to our site employees.

Our performance

Employees volunteering and in-kind donations²⁶

	2016-17	2017-18	2018-19	TARGET
Percentage of employees who volunteered	48%	43%	63%	75%
Hours of volunteering (average per volunteer)	3.9	6.6	7.4	300 hours (total)
In-kind value through employee volunteering (AED) ²⁷	18,023	22,768	28,916	

²⁶ 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.
²⁷ Calculated based on average salary and hours volunteered

BEING PART OF OUR COMMUNITY *Continued*



Knowledge sharing

Sharing the opportunities for a business to embed sustainability is an area where we believe Summertown can help support the UAE's transition to a green economy. We are members of the Dubai Chamber Sustainability Network, Emirates Green Building Council, Netherlands Business Council and The United Workplace Group [GRI 102-12, 102-13]. This year, we were delighted to speak at the following events organised by the Dubai Chamber:

- The role of CSR for business growth in SMEs
- Converting existing buildings into green buildings

Evaluating and improving our approach

Each year we review feedback on our community support, via the Wellbeing and Volunteering Satisfaction Survey, to understand how to improve our impact and activities within our local communities. Building on this feedback, our ambition for next year is to achieve:

- 300 volunteering hours with at least 75% of our office employees attending at least one event
- Identify volunteering opportunities for our site-based employees

CASE STUDY: Thought leadership: Roundtable on sustainable interiors

This year, we were proud to partake in a roundtable discussion at the Dubai Design District with design firm Perkins & Will and project managers CBRE to explore the benefits and challenges of the 'design and build' method for commercial interior projects:

- **The design and build model** - is when the project owner appoints a single company to manage both the design and the construction under a single contract.
- **Traditional design** - is when the project owner has a contract with the designer and then a fit out contractor following a tender process.

One of the benefits of the 'design and build model' is that it offers opportunities at the beginning of the project for design and fit out contractors to collaborate and identify sustainable solutions; for instance:

- **To identify** existing materials which can be reused, repurposed and/or recycled
- **To deliver** the project to meet sustainable building certification (e.g. LEED)
- **To increase** procurement of materials from externally-certified responsible sources

“ The design and build method allows for the design stage and fit out construction stages to overlap providing a time advantage. It also provides the client with one point of contact and the cost is established from the start of the project which would only vary if design changes are made. It is important to note that both design and build and traditional method projects can be sustainable and deliver operational savings. ”

Marcos Bish, Managing Director of Summertown Interiors

TECHNOLOGY

Integrating new technologies

Why it matters

Over the past decade, rapid technological and digital advances have transformed many industries as part of the Fourth Industrial Revolution. These advances are also shaping the construction industry, changing how buildings and interior spaces are designed, constructed, operated and maintained.



During our JOURNEY2030 goal brainstorming process we filtered out 'Technology' as one of the future key areas that mattered most to us and our key stakeholders, and thus added it as a new material issue in January 2019. We recognise that integrating new technologies into our operations represents an exciting opportunity to:

- increase our efficiencies and productivity, e.g. real-time data, automated and robotic equipment
- improve our customer delivery, e.g. building information modelling (BIM)
- deliver fit outs in a more sustainable way, e.g. wireless sensors, smart buildings
- contribute to the 'United in Knowledge' pillar of the UAE Vision 2021 focused on building a competitive economy

Our management approach

Our approach to integrating technologies is based on:

- **Identification** of new technologies through our architect and designer partners, client, suppliers and via The United Workplace
- **Piloting** by working with partners and our client teams
- **Assessing impact** in terms of cost, efficiency and impact
- **Rolling out** across our operations

Evaluating and improving our approach

This year, we piloted a number of technological innovations, including:

- **Biometric time and attendance** – a new digital identification system which tracks employees on site, providing finance with greater detail of the number of employees by project site and activity to improve the efficiency and accuracy of payroll and project costs
- **Paperless office** – we are rapidly moving towards a paperless office through digital file sharing and less printing, e.g. this year we also introduced online surveys
- **New software** – in 2019 we will be implementing more design and estimation software to help our design and estimation teams



TRANSPARENCY AND ANTI-CORRUPTION

Being an open and transparent business

Why it matters

We engage with hundreds of different individuals and organisations every year – from our employees and their families, suppliers and sub-contractors, and clients through to local community groups and neighbours. For each of these relationships we strive to always be open and transparent. In doing so we contribute to the UAE Vision 2021 which aims for a safe and secure nation built on strong and transparent values in its institutions, with no corruption and bribery.



Our management approach

Our approach to open and ethical business across our organisation and with our suppliers and clients is based upon 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
- We provide regular training and communication on key aspects and updates to the Code

Evaluating and improving our approach

This year, all our new employees undertook training on our Code of Conduct policy. The 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].

We also established a new communication route for reporting bribery and corruption issues through our Supplier Code of Conduct and Supplier Pre-Qualification Questionnaire to identify and report any misconduct regarding integrity and/or anti-corruption issues.

We are always open to third parties and client requests for information on our Code of Conduct, employee conditions and environmental data.

CASE STUDY: Decent work and labour practices: Third party external assessment against international best practices

This year, as part of the pre-requirements to deliver the office fit out for a multinational engineering company, an external organisation (Intertek) conducted a third-party audit of our compliance with our Client's Labour Right's policy. The audit assessed the following areas based on UAE labour regulations and international best practice:

- Labour
- Wages and Hours
- Health, Safety and the Environment (HSE)
- Management Systems
- Environment
- Business Practices

We received an overall score of 89%, which is ranked as high performance compared to the average global score (78%), average industry score (75%) and average country score (73%).

As a result of the audit, we made the following improvements which were implemented within a month:

- A new 'Code of Conduct' for suppliers, which includes a method for reporting bribery and corruption issues
- Developed a new declaration for any personal or conflict of interests



We received
an overall score of
89%,
which is ranked as
high performance

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 following table 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].

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 	<ul style="list-style-type: none"> Company information Project experience Sustainability benefits and tips Environmental performance
 Suppliers	<ul style="list-style-type: none"> Website Pre-qualification processes HSE assessments 	<ul style="list-style-type: none"> Vendor forums 	<ul style="list-style-type: none"> Payment terms HSE best practices and assessments Sustainability best practices and assessments
 Employees	<ul style="list-style-type: none"> Website Company events and meetings Staff surveys – occupancy comfort and satisfaction Health and Wellbeing programme Training and workshops 	<ul style="list-style-type: none"> Sustainability report Meetings Staff recognition Volunteering 	<ul style="list-style-type: none"> Company information and policies Self-improvement and career development opportunities Health and wellbeing of staff in the workplace Community investment and volunteering opportunities Embedding sustainability practices
 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 	<ul style="list-style-type: none"> Company information Project experience Industry best practice Business accolades and awards
 Government / Regulators	<ul style="list-style-type: none"> Trade licenses Certifications and membership of associations Financial reports 	<ul style="list-style-type: none"> 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 and workshops Employee volunteering Student visits and internship programme 		<ul style="list-style-type: none"> Our support to their activities Best practice sustainability

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 fourth sustainability report and it covers the period from 1st April 2018 to 31st March 2019. For previous reports, they are available to download from our website. During the reporting period there were no significant changes 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, UK²⁸ [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].

²⁸ Trading offices: Summertown International LLC, PO Box 43530, Abu Dhabi, UAE; Summertown Interiors LLC, PO Box 262807, Dubai, UAE. [GRI 102-5]

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 stakeholders' decisions 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 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.

GLOBAL REPORTING INITIATIVE (GRI) INDEX [GRI 102-55]

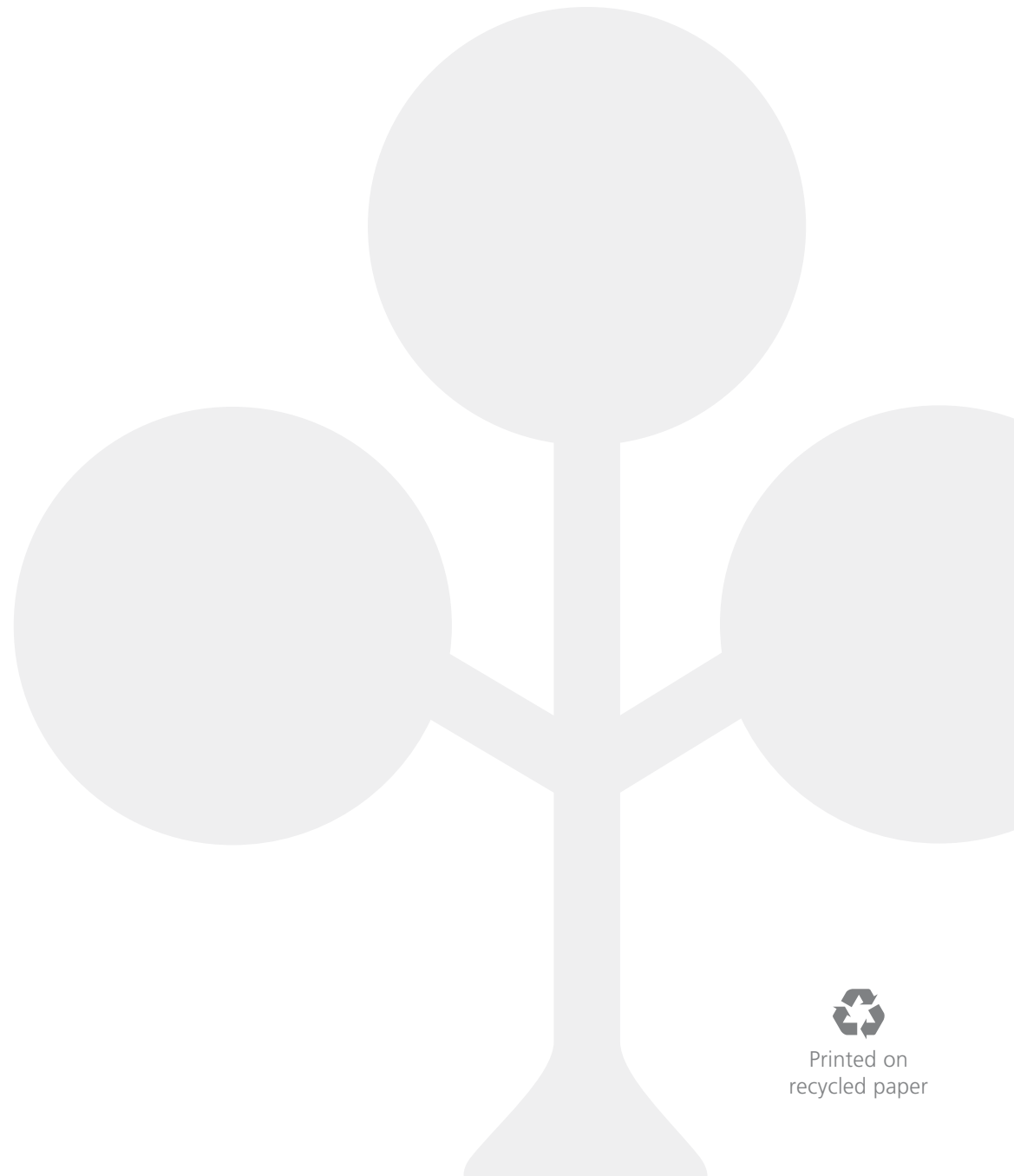
Indicators (for core compliance)	GRI Code	Page reference
Organisational profile		
Name of organisation	102-1	Page 5
Activities, brands, products, and services	102-2	Page 5
Location of headquarters	102-3	Page 5
Location of operations	102-4	Page 5
Ownership and legal form	102-5	Page 32
Markets served	102-6	Page 5
Scale of the organisation	102-7	Page 5
Information on employees and other workers	102-8	Page 20
Supply chain	102-9	Page 25
Significant changes to the organisation and its supply chain	102-10	Page 32
Precautionary Principle or approach	102-11	Page 7
External initiatives	102-12	Page 28
Membership of associations	102-13	Page 28
Strategy and Analysis		
Statement from senior decision-maker	102-14	Page 4
Key impacts, risks and opportunities	102-15	Page 7
Ethics and Integrity		
Values, principles, standards, and norms of behaviour	102-16	Page 6
Governance		
Governance structure	102-18	Page 6

Indicators (for core compliance)	GRI Code	Page reference
Stakeholder Engagement		
List of stakeholder groups	102-40	Page 31
Extent of collective bargaining ²⁹	102-41	Page 33
Identifying and selecting stakeholders	102-42	Page 31
Approach to stakeholder engagement	102-43	Page 31
Key topics and concerns raised	102-44	Page 31
Report Scope and Boundary		
Entities included in the consolidated financial statements	102-45	Page 7 & 32
Defining report content and topic boundaries	102-46	Page 7
List of material topics	102-47	Page 7, 12 & 32
Restatements of information	102-48	Page 32
Changes in reporting	102-49	Page 32
Report Profile		
Reporting period	102-50	Page 32
Date of most recent previous report	102-51	Page 32
Reporting cycle	102-52	Page 32
Contact point for questions regarding the report	102-53	Page 32
Report Status		
Claims of reporting in accordance with the GRI Standards	102-54	Page 32
GRI content index	102-55	Page 33 & 34
Assurance		
External assurance	102-56	Page 32

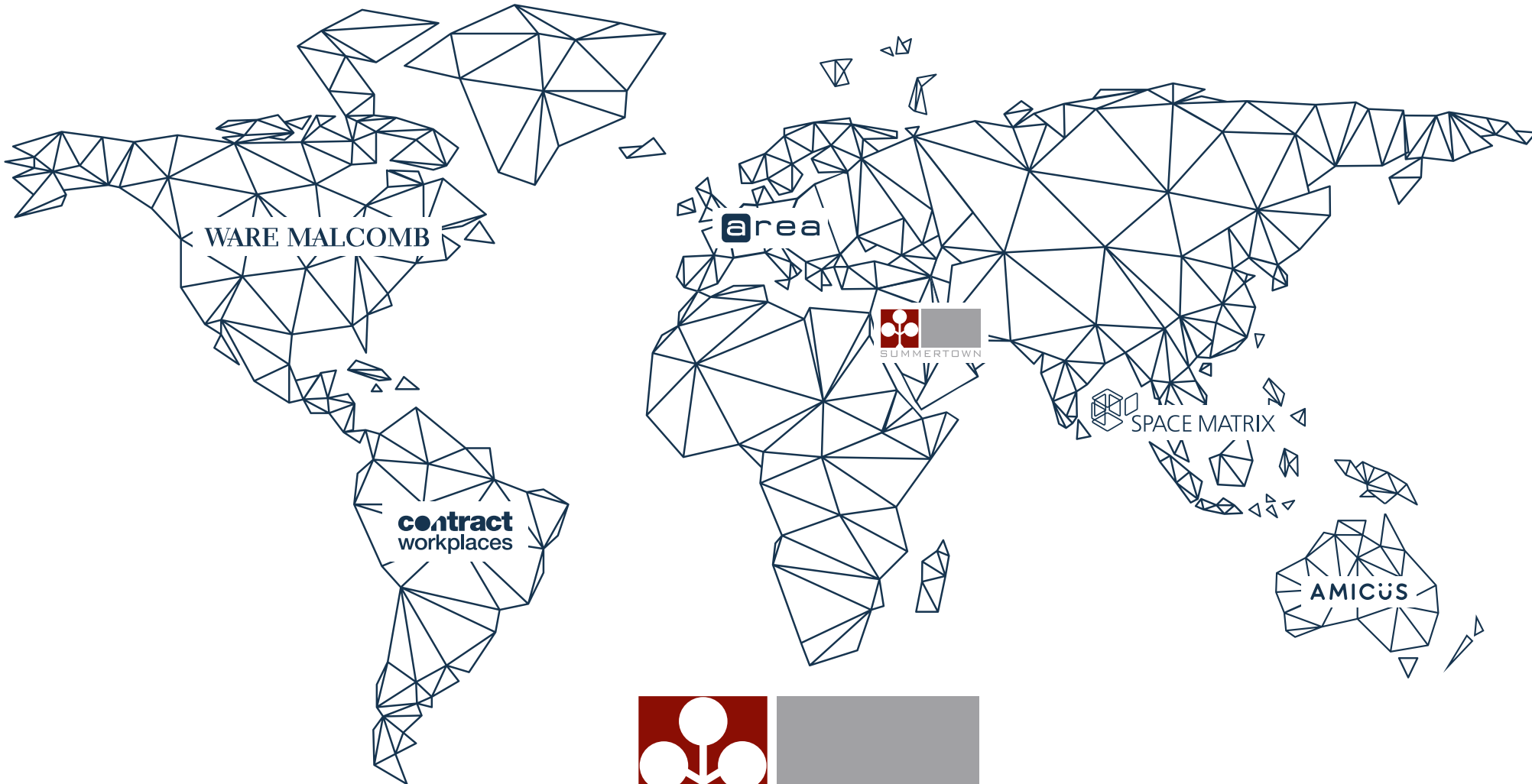
²⁹ Employee associations, such as unions and collective bargaining are not present in the UAE [GRI 102-41]

GLOBAL REPORTING INITIATIVE (GRI) INDEX [GRI 102-55] *Continued*

Indicators (for core compliance)	GRI Code	Relevant	Materiality threshold	Boundary of aspect			Level of disclosure	Reason for omissions	Page reference
				HQ	Site of operations	Supply Chain			
MATERIAL ASPECTS									
Economic Performance									
Direct value generated	201-1	Y	Y	✓	-	-	Partial	Subject to commercial confidentialities	Page 13
Energy									
Direct energy consumption	302-1	Y	Y	✓	✓	-	Full	n/a	Page 17
Energy intensity	302-3	Y	Y	✓	✓	-	Full	n/a	Page 17
Energy reduction	302-4	Y	Y	✓	✓	-	Full	n/a	Page 17
Water									
Total water withdrawal	303-1	Y	Y	✓	✓	-	Full	n/a	Page 18
Emissions									
Direct greenhouse emissions	305-1	Y	Y	✓	✓	-	Full	n/a	Page 18
Effluents and Waste									
Total waste by type, disposal, etc.	306-2	Y	Y	✓	✓	-	Partial	Further breakdown in waste routes not currently available	Page 18
Employment									
Employee volunteering	Non-GRI	Y	Y	✓	-	-	Full	n/a	Page 20
Employee turnover analysis	401-1	Y	Y	✓	-	-	Partial	Disclosure by age group not included	Page 20
Occupational Health and Safety									
Rates of injury, disease, etc.	403-2	Y	Y	✓	✓	✓	Full	n/a	Page 24
Training and Education									
Average hours training	404-1	Y	Y	✓	✓	-	Full	n/a	Page 20
Diversity of governance bodies	405-1	Y	Y	✓	-	-	Full	n/a	Page 6
Supplier Assessment – Labour Practices									
% of suppliers screened for labour practices	414-1	Y	Y	-	-	✓	Full	n/a	Page 26
Anti-Corruption									
Extent of training on corruption	205-2	Y	Y	✓	✓	✓	Full	n/a	Page 30



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