



Our vision is clear in terms of establishing sustainability pillars as a key component of our development journey, which is part of the national agenda. We are committed to sustainability, which is a top priority that we strive to implement taking into consideration environment conservation, and balance between economic and social development.

**His Highness Sheikh Mohammed Bin Rashid Al Maktoum  
UAE Vice President, Prime Minister and  
Ruler of Dubai**



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## Message from our Chairman

Sustainability is and always has been at the heart of Dubai Customs activity, even if we haven't always called it that. It is firmly anchored in our vision and strategies.

We have always been transparent in achieving our goals of curbing risks and raising the skills of our employees. We followed the best governance practices and encouraged innovation to improve services and life in the UAE following the directives of our wise leadership.

Dubai Customs has early launched smart services in accordance with the highest international customs standards to meet clients' and partners' expectations. We have established a sustainable effective control system that can easily adapt to different changes in the global trade movement and the supply chain.

We are committed to sustainability in order to enhance our overall performance following the directives of President His Highness Sheikh Khalifa bin Zayed Al Nahyan and His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister and Ruler of Dubai. This will add up to the efforts into the overall national sustainability plan and strategy.

We will keep working to achieve our goals in striking the balance between trade facilitation and society protection within sustainable scenarios.

### **Sultan Ahmed bin Sulayem**

Chairman of DP World, Ports, Customs and Free Zone Corporation

Thanks to our wise leadership, we have achieved a lot and proceeded globally towards more heights and ranks. Topping the world's Efficiency of Customs Procedures Index at the annual report of the Global Competitiveness of 2017 is an indication of our commitment towards highest levels of quality and innovation in the delivery of our services and products. These include the Authorized Economic Operator (AEO) that aims at establishing strategic partnerships with businesses to ensure security of the international supply chain and facilitate global trade. AEO certified businesses enjoy a number of advantages and incentives with regards to their operations in Dubai.

We are not just a control department; we care for our internal and external stakeholders and work hard to keep them happy and meet their expectations. We have a challenge of how to maintain the effective control system that can adapt to quick global changes and the growing complications within the supply chain.

On the sustainable social development front, Dubai Customs excelled in charity and voluntary work. Last year we had 162 initiatives that targeted a million people, and we have received 35 CSR awards from 2009 to 2017, with full commitment to the CSR ISO 26000 standard.



## Message from our Director General

### **Ahmed Mahboob Musabih**

Director of Dubai Customs

## Report Profile

(Disclosure 102-46: Defining Report Content and Topic Boundaries)  
(Disclosure 102-48: Restatement of Information)  
(Disclosure 102-49: Changes in Reporting)

Welcome to the 10th Annual Sustainability Report from Dubai Customs (1st January 2017 to 31st December 2017). This report has been prepared in accordance with the GRI Standards: Core Option. A detailed GRI Index is an integral part of this report. We have also taken guidance from the Dubai Government Excellence Program for presentation of the quantitative data, key performance indicators and information contained herein. We have voluntarily disclosed all the information and data as we respect and uphold the principle of corporate transparency and open communication. All information and data contained herein covers all our offices (including the headquarters) which are all located in Dubai, UAE as this is the only country we have our operations.

In order to compare our social, economic, organizational and environmental information, we have transparently used the data for the past 2 years wherever it was available. We have been as

accurate as possible for all the data and information provided and have included explanation of data collection techniques and processes wherever possible. As we are a sensitive government organization, we do not publicly declare some of critical data and information, except in confidentiality to appropriate authorities and as required by law. In order to ensure the process of external quality assurance, all our functions are regularly audited by a central government body which is called the State Audit Institution, Dubai – UAE. This audit covers all our functions, however, the findings of this audit report are not published and kept confidential.



Dubai Custom's internal quality team has done an extensive review of this report and the GRI Materiality Disclosures Service verifies that the General Standard Disclosures GRI 102-40 to GRI 102-49 were correctly located in both the GRI Content Index and in the text of the final report. We have attempted to cover the most critical topics and issues reflecting our significant economic, environmental, and social impacts that would substantively influence the assessments and decisions of key stakeholders. The information and data in the report was selected according to the materiality principle since we continuously undertake materiality assessment based on the views of stakeholders, peer reviews and internal knowledge to establish the material issues for inclusion within the report. For this purpose, we have identified our key stakeholders and have outlined how we engage them, our understanding of their interests and expectations, and how we have responded.

For comments, feedback or more information on this report, please visit our website at [www.dubaicustoms.ae](http://www.dubaicustoms.ae); or contact Corporate Communications Department of Dubai Customs, P.O. Box 63, Dubai – UAE at [CSR.DC@dubaicustoms.ae](mailto:CSR.DC@dubaicustoms.ae) ; alternatively, we are also available through our official platforms on Facebook, Twitter and Instagram

## Organizational Description

Dubai Customs is a Government organization that aims at securing the integrity of Dubai's borders. We are the first line of defence and the protective shield of Dubai and play the most prominent role at the national level promoting economic development. Famously known as "The Mother of all Government Departments", we are the oldest government department of Dubai founded in the early 1900s being the hub for some government offices in terms of revenue, and logistics. Dubai Customs has foregone many phases in its lifetime, however, it was in the era of the Late Sheikh Rashid bin Said Al Maktoum, Ruler of Dubai, that Dubai Customs started to adopt an institutional approach. We are strategic partner in all the development initiatives of the Government of Dubai and are proud to hold the leader's position in establishing working relationships with all stakeholders to ensure the best possible level of service that is consistent with the strategic direction of Dubai / UAE and the rulers. Introduction of modern, simplified and re-engineered customs process and procedures have facilitated smooth movements of consignments in and out of the country, affording international trade and remarkable incentives. The liberal economic policy regarding customs operations has brought about rapid increase in the development and trade of Dubai as well as UAE. The policy regarding re-export is another factor in the speedy development achieved by the economy of Dubai.



During the last 2 decades, Dubai's economy developed tremendously as a result of its fame being The City of Trade, Shopping and Merchants. The city also took immense advantage of its geographical location being one of the oldest sea routes between East and West. Due to this phenomenal growth of tourism, business, trade and urban development, there has been a remarkable growth of activities, services and infrastructure to cater for the increasing volume of imports and re-exports, keeping in view border controls and revenue. Dubai Customs has developed and expanded its operations towards trade facilitation, legitimate business and border controls. With broader spectrum of responsibilities and perspective,

this organization stands as a symbol of control and security leading to the gateway of prosperity. Simultaneously, Dubai Customs also enhanced its scope of activities and services and today its role is no longer limited to the mere collection of customs duties and border control, but rather has extended to cover wider horizons of various economic, service and societal areas. We are also responsible towards protecting global trademarks, banning hazardous substances, boosting trade, increasing passenger satisfaction and promoting tourism incoming to Dubai. This is very much in line with the phrase "Gateway to Dubai's Prosperity" which the organization adopts as the slogan for its work in every sense of the phrase.



Dubai Customs today has a work force of 3,123 employees, spread over our corporate headquarters, located at Mina Street Dubai, near Port Rashid and 25 centres across Dubai. Our services are aimed towards the Business Sector, Individuals and the Passengers travelling to and from Dubai. These services include:

- Registration & Licencing
- Customs Clearance
- Claims & Refunds
- Self-Declarations
- Customs Duties

#### DUBAI CUSTOMS SERVICE

SERVICES FOR BUSINESSES	<ul style="list-style-type: none"> <li>• REGISTRATIONS AND LICENSING</li> <li>• CUSTOMS CLEARANCE</li> <li>• CLAIMS &amp; REFUND</li> <li>• CLIENTS CARE</li> <li>• COMPLIMENTARY SERVICES</li> <li>• VIEW CUSTOMS INFORMATION</li> </ul>
SERVICES FOR INDIVIDUALS	<ul style="list-style-type: none"> <li>• VIEW CUSTOMS INFORMATION</li> <li>• VIEW CUSTOMS PROCEDURE</li> </ul>
SERVICES FOR TRAVELLERS	<ul style="list-style-type: none"> <li>• VIEW CUSTOMS PROCEDURE</li> <li>• VIEW CUSTOMS INFORMATION</li> <li>• SELF DECLARATION</li> <li>• CUSTOMS DUTIES</li> </ul>

## Our Vision

The leading Customs Administration in the world supporting legitimate trade.

## Our Mission

Protecting the Society and Sustaining economic growth through compliance, facilitation & innovation.

## Our Goals

- Provide an environment that supports the flow of international trade & passengers
- Promote security and combat illegitimate trade
- Improve and diversify revenues and sustain efficiency of revenue collection
- Building corporate capabilities and competitive advantage
- Leading Customs innovation globally

## Our Values

- Leadership
- Happiness
- Loyalty
- Integrity
- Innovation and Creativity
- Empowerment



### Governance & Management Systems

We at Dubai Customs continue to support and join sustainability platforms and initiatives locally, regionally and globally as part of our governance and corporate responsibility strategy. Being a leader in the region for our CSR activities and programs, we have strategic and working partnership relations with federal & public entities, NGOs, foundations, charitable associations and private organizations. Our key global commitments include UN Universal Declaration of Human Rights & its Protocols, treaties of WCO, Rules and Regulations of UNEP, Multilateral

Treaties of Basel Convention, Montreal Convention, CITES, GCC Customs and many more which are part of our core customs business, environment, anticorruption, community affairs and human rights. Our governance priorities and specific direction is cascaded from the UAE direction and is coherent with the Dubai Plan 2021. Similarly, our business strategy & operational direction is cascaded from our corporate strategy & the state direction which is built on the principles of sustainability & national responsibility. The nature of our core business is to protect and maintain national security, promote



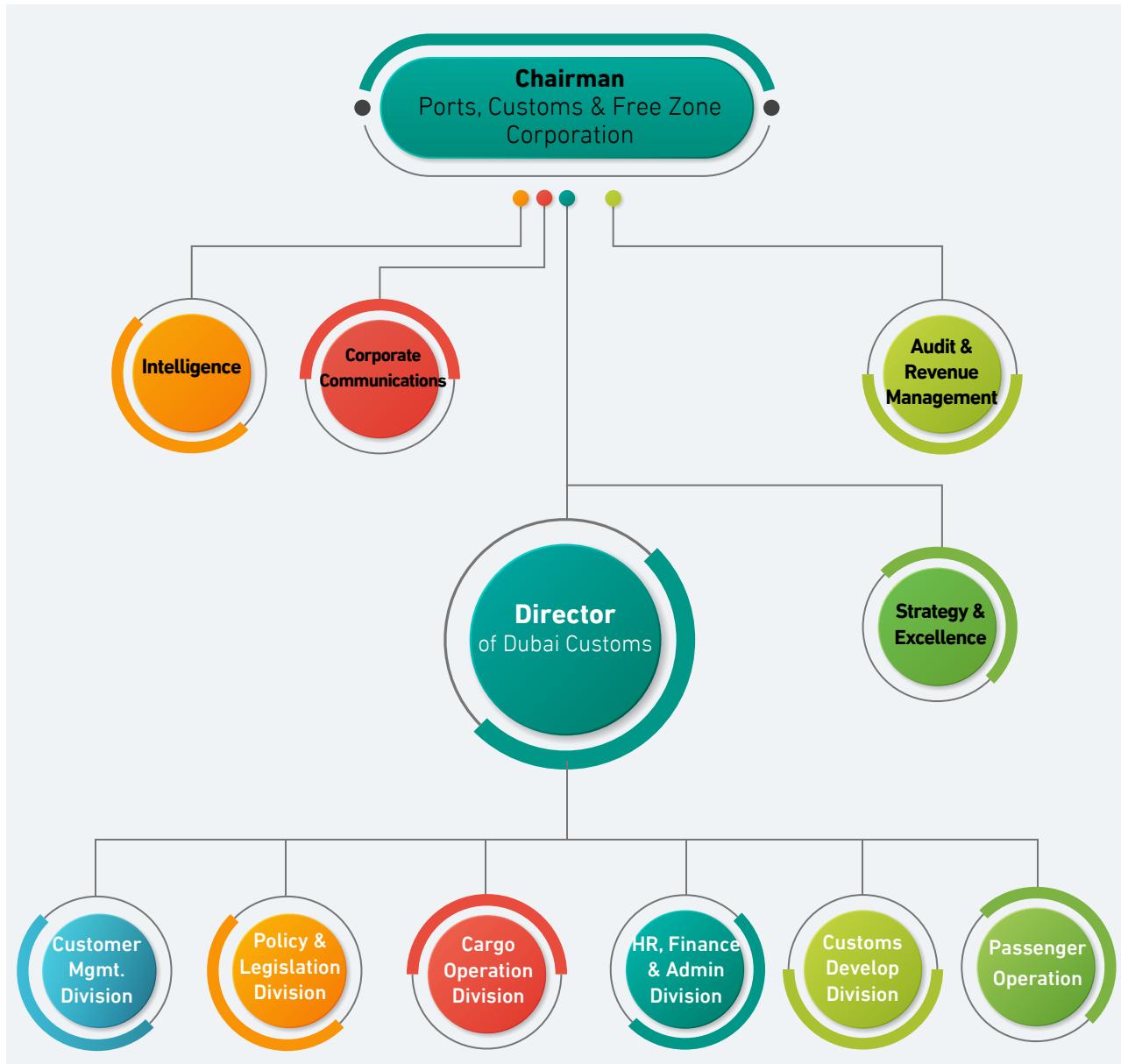
legitimate trade & earn revenue demands thorough assessment of relevant risks and opportunities aimed at economic, social and environmental development. Services offered by us are aimed to improve quality culture & excellence in local & regional trends which are derived after analysing elements related to a sustainably boosting national economy. Under strong guidance and support from our leadership, we continue to review our sustainability agenda in the light of our performance and feedback from our stakeholders, and ensure further coherence with the global directives. Dubai Customs have specific policies, practices, standards and targets towards governance,

environment and social aspects of sustainability. Although, we don't have any subsidiary, however, all our customs centres and suppliers ensure compliance and adherence to them as they are based on our strategic priorities & business needs. We encourage, and in some cases, makes it mandatory for our stakeholders to follow these standards to ensure adherence to int'l practices & contributions to the community & environment. As part of our control process, we arrange external audit queries with our suppliers on these standards to ensure that compliance to them is accomplished & continuous improvement to governance & environmental standards is assured.



A corporate governance manual has been developed & implemented to provide and outline the pillars of our governance. This manual is regularly reviewed & updated under the Corporate Leadership of Dubai Customs ensuring highest standards and leading practices. The Laws of Dubai Government and The Executive Council draw the roles and responsibilities of the Director General and an authority matrix developed by the organization states the administrative, legal and financial authorities. The Executive Directors oversees, leads, guides, advices and ensures the effective functioning of the various divisions and departments and ensure to introduce world class standards and best practices

in respective areas in order to enhance and protect Dubai's population, society, assets and safety record. The senior management role is to lead their related functions and ensure that Dubai Customs achieves its business objectives through effective service delivery, effective Financial and Administrative management and ensure valuation, tariff & origin policies are aligned to national and international requirements, while ensuring the legal requirements are fulfilled through inspection and investigation. All senior staff members are paid by the government of Dubai, as yet social and environmental performance does not influence any performance related remuneration.



The following changes were implemented to the organizational structure of Dubai Customs during the year 2017:

Level of Change	Date of Change	Change Requested	Change Details	Details
Department Level	15 <sup>th</sup> Feb 2017	Director of Dubai Customs	The name of the department has been change from business process department to Innovation in Services	Circular No. 6/2017
Department Level	1 <sup>st</sup> March 2017	Director of Dubai Customs	The name of the department has been change as per the email from DG from Innovation in Services to Service Innovation Department	Email Confirmation
Section Level	12 <sup>th</sup> Dec 2017	Director of Dubai Customs	The name of the Section has been change from legal Case to Customs Case	Circular No. 17/2013
Section Level	12 <sup>th</sup> Dec 2017	Director of Dubai Customs	The name of the section has been change from Customs Refund to Refund	Circular No. 42/2013

We have a dedicated Corporate Social Responsibility (CSR) function and team which reports directly to the Chairman and Director General, being the highest level in our hierarchy. The CSR function scopes on environmental, social, workforce & governance issues in accordance with our corporate strategy and the global best practices of the GRI guidelines. Our CSR team comprise of Expert and Officers who are highly qualified/certified on CSR & GRI standards ensuring professionalism. In addition, CSR agents are assigned across all the functions of the whole organization ensuring that sustainability is practiced formally & all related issues become integrated into the governance structure & decision-making. The

top leadership firmly supports all efforts to adopt sustainability management, recognizing the expected performance & reputation benefits alongside the overall positive impacts for society, market, workforce and environment. Yearly CSR Action plan is comprehensively reviewed and approved by the leadership and top management before implementation. CSR performance is reviewed quarterly by the top management extensively analysing the efficiency and effectiveness of the sustainable development at the organization. Pre-Defined performance indicators for CSR are reported & reviewed quarterly by the leadership with an objective to assess performance & propose ways of



improvement for the functioning of CSR following which corrective action plans are also prepared.

Our CSR function prepares its annual action plan which lists all the initiatives, programs and projects related to the sustainability areas of environment, society, economy and governance. In addition, business reform projects and innovative developmental programs which are derived and cascaded from the strategic objectives of the organization are also included. Being a Dubai Govt entity, we participate and are assessed by the DGEP which challenges & reviews all aspects of

strategy, objectives & implementation. Our strategy and performance teams continuously review the progress of target setting and KPI evaluation in the light of defined & written methodologies. We aim to include concrete plans and prioritize our responsible activities in the areas of poverty, education, health & safety, diversity, women empowerment, energy conservation, biodiversity, innovation, recycling, carbon reduction, strategic partnerships, economic and social growth, zero-corruption and much more. We exercise special emphasis on local & regional environmental & social issues, within the



framework of our core business of border control & legitimate trade. We strongly believe that our social responsibility must align with our business strategy ensuring the organization as a whole becomes sustainable for the local community & environment.

Our risk management teams, reporting directly to the leadership, is continuously engaged in assessing & reviewing sustainability related trends, risks, opportunities & developments on our strategic approach & business direction on a regular basis through inputs from strategy workshops, stakeholder's forums, surveys, suggestions & many



other contributors. The nature of our business necessitates risk management to be an essential element for our planning, operational and measurement process. On a quarterly basis, the Audit & Risk Department prepares & reports all risks following thorough assessment of areas related to governance, economic activities, operations & support with impact on the environment & community. These are reviewed annually to ensure service improvement & preparation of risk mitigation & action plans. The assessment includes impacts of economic & financial resources which affects



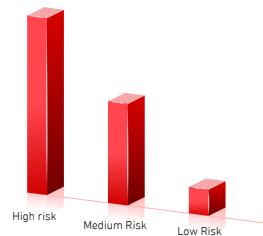
stakeholder's satisfaction, political instability of neighbouring countries, career opportunities for customs talents, lack of communication with other organizations etc. In addition, our suggestion system assures improvement opportunities through stakeholder's engagement.

As part of Dubai Government mandate, our participation in the Dubai Government Excellence Program (DGEP) endorses highest level of performance excellence. The approach is proactive & is benchmarked with other int'l risk management

**Risk Assessment Achievement Percentage Up To Q4 - 2017**



**Risk Level of All Closed Observations After Mitigation (2017)**



practices, enabling regular review of strategic business risks; effectiveness of our internal control system & implement the emerging action plans. To ensure that all functions within our organization clearly understands and adopts this element, regular trainings are conducted jointly by the Risk & Audit team and the Training department to identify, evaluate and manage relevant operational,

functional, behavioural, social, economic and environmental risks and its mitigation within the scope of work at all levels. The training develops employees at all levels to ascertain business impacts on the society & the environment to ensure their mitigation in action plans.

We have a dedicated corporate performance function which is tasked to extensively and comprehensively



assess functional and individual performances with the help of pre-defined and specific indicators. This process is equally applicable to executives and senior staff also where the entire process from objective setting to performance review is conducted and monitored to review emoluments, incentives and rewards. Specific indicators which have long term impacts towards organizational sustainability are included at the time of objective and target setting. Through informativity, we evaluate the performance measure reflecting each executive's contribution to the overall sustainability of the organization.

The Strategy and Performance department reviews all KPIs & provide feedback to the leadership & the

concerned function, highlighting major achievements, fall backs & suggestions for improvement. Our governance KPIs are regularly reported through DGEP to the Dubai Executive Council, whereby review, feedback & improvement suggestions are provided. Measuring, assessing and reviewing key performance indicators is the core of our corporate performance management methodology. Key indicators are defined and cascaded from strategic objectives and corporate direction with yearly set targets. In addition to our operational indicators, these KPIs include social, environmental and governance areas and are an integral part of our performance and reporting system. In the past few years we have upgraded our corporate dashboard



to include live reporting on these indicators. These real-time KPIs strongly contribute to the overall sustainability of the organization and are available for leadership and executive management review and spontaneous decisions.

Most of our performance indicators & results are shared with our stakeholders in general & with the Dubai Government specially to reflect our contribution towards the state economic, social and environmental sustainability. Annual Sustainability Report, Corporate publications, Press releases, Interviews, website, social-electronic-digital media and all other accessible channels are engaged for stakeholder communication. The information

shared relates to our operational activities & responsibility achievements towards our objectives & targets. Compliance to GRI standards & other global standards provides us the mechanism in terms of publishing and communicating our KPIs. There is a comprehensive process which involves identification of areas to be measured, monitoring process, defining management hierarchy, defining goals, measurement frequency and function, defining calculation method, data collection method and its accuracy with feedback options

We strictly follow the principle and policy of transparent communication with our stakeholders, specially our employees, and ensure that

performance results and indicators are shared accurately and completely. These include our social, environmental, economic and governance indicators such as employee happiness and satisfaction, career paths, energy & fuel consumptions, development ratio, innovations, suggestions and recommendations and much more. Our annual sustainability report is benchmarked and quality assured by a dedicated team of professionals from within the organization who are also members of the reporting committee formed under special administrative order from the Director General. These team members are qualified and certified on international guidelines such as GRI, ISO 26000, LEEDS, GHG, OHSAS 18000, TICSE and global best practices. The organization has recently undergone a GRI Materiality Disclosures Service which verifies that at the time of the publication, the General Standard Disclosures GRI 102-40 to GRI 102-49 were correctly located in both the GRI Content Index and in the text of the final report. In addition,

being a Dubai Govt entity, all the information and data included in the report is pre-audited and verified by the State Audit Dept. to ensure the standards of completeness, accuracy and authenticity. Our quality assurance department provides yearly feedback to this process of verification and the state audit also issues yearly reports which includes elements that provides us the basis of regular review and continuous improvement to the whole process. We have been preparing our Annual Sustainability Report using the Guidelines and Standards since 2008. Our latest reports used the G4 Guidelines, using the Comprehensive in accordance option. Effective 2017-18, we have also incorporated the ISO 26000 standard and its practices in our sustainability and responsibility function which includes our sustainability reporting and we are also aiming to adopt the integrated reporting standard and methodology from the year 2019. For our all existing reports, the GRI Index has been an integral

part reflecting relevant indicators and information in a comprehensive manner. We ensure to seek improvement to our reporting process through stakeholder's feedback using various channels such as website, social media, suggestion forums and direct e-mails.

Being a govt. entity and very sensitively engaged with the task of national security and border protection, we have strict adherence, compliance and control to corruption with a formal policy of maintaining a zero-tolerance level. Our policy on corruption is cascaded from the state policies in this area and has strong references from the UN Anti-Corruption Treaty and other regional and global standards. All our functions are analysed for risks related to anti-corruption and all employees are required to comply with the ethical conduct against corruption as part of their job requirement. Regular staff rotation is one of the key element of our anti-corruption policy at all levels, especially at the core of our operations. Our internal reports, feedback from UAE Federal Customs, and recommendations from other global legislative entities such as WCO helps us in regularly improving this policy and process. To ensure utmost emphasis and flawless implementation of our zero-tolerance policy on anti-corruption, we have a dedicated department, reporting directly to the Director General. This team is tasked with the responsibility to implement, monitor, control and report our clear policy in this area, with no exceptions whatsoever.

The members of this department are regularly trained and developed in collaboration with security and intelligence agencies, locally and internationally, keeping them abreast of the latest developments in the area of anti-corruption, its detection and techniques to combat successfully. Well-defined internal control and audit process is in place and are effectively implemented to prevent as well as identify any such cases. Quarterly and yearly reporting to the leadership and executive management provides the basis to this team to imply continuous improvement and development to the policy and overall process. To ensure accomplishment of our national security responsibility with best results, we have placed & implemented all possible communication channels & follow up mechanisms to detect & report cases of anti-corruption. Internal employee bulletins, intranet reminders, whistleblowing, corporate portal, social media, press releases, website, electronic media and leadership interviews are some of the channels that are engaged to spread the importance of our anti-corruption and zero-tolerance policy. As part of new employee orientation program, the anti-corruption policy and code of conduct is thoroughly introduced and communicated. In addition, there are other sensitive and confidential channels of intelligence nature also which are actively engaged to detect and report any such cases. A comprehensive internal and external audit system is in place which provide guidelines to continuously improve the whole process





## Materiality & Stakeholder Management

(Disclosure 102-42: Identifying and selecting stakeholders)

(Disclosure 102-40: List of Stakeholders Group)

We base our sustainability strategy on what matters most to our stakeholders and what is the most influential element on our corporate business and its success. Our stakeholders are individuals as well as entities that affect, or can affect, our activities or decisions, or that are, or can be, affected by our actions and professional practice. These are as follows:

- Clients and Customers
- Suppliers and Value Chain Partners

- Government Authorities & International Bodies
- Other Customs organizations
- Our Employees
- The Community

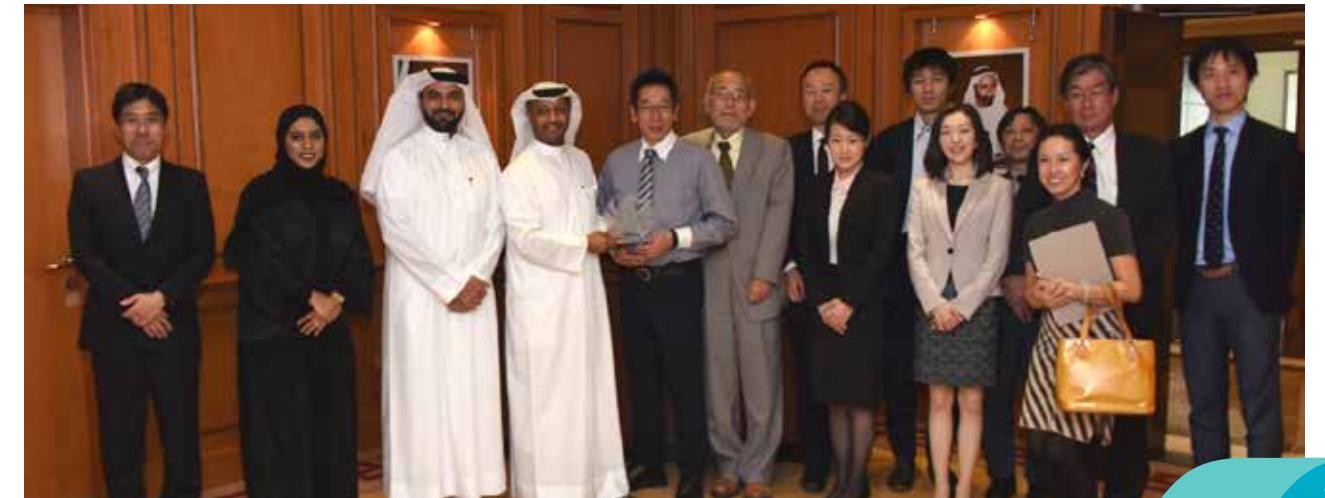
Because of our long business history, we have been engaged with many of our stakeholders for decades. Furthermore, we have a long-standing strategy towards our stakeholders as we are always looking for ways to help our customers, employees, and

stakeholders do more. Due to this, we have learnt that good ideas and innovative suggestions can come from anyone and anywhere. For this reason, we emphasize to conduct ongoing engagement with a broad array of stakeholders, which includes the following:

- Incorporation of stakeholder feedback into our corporate sustainability strategy
- Regular Surveys for Customers happiness and satisfaction
- Participation of our Employees for engagement, happiness and satisfaction
- Suppliers Happiness Surveys and needs analysis
- Community Needs Assessment and Satisfaction Surveys
- Annual Stakeholders meeting and events to engage our partners
- Regular dialogue with our global industry peers
- Conferences, Seminars and Workshops with

International bodies regulating customs business

Our priority is to source and identify newer and more channels to ensure continuous communication with our stakeholders. It is ensured to include areas of key importance related to stakeholders in our yearly strategy and goal-setting process. We operate within a scope of activity that influence and is heavily influenced by traders, economic and financial institutions and public administration bodies, as well as by legislation. Close cooperation with these stakeholders creates value added for all involved, as their suggestions influence our planning and decisions. For us it is very vital that our stakeholders are aware of our internal and external activities/programs and engage with us as and when needed. The below table all our stakeholders, their expectations, the engagement tools & methods used.



## Stakeholder Engagement

Dubai Customs Stakeholder	Expectations from Stakeholders	Engagement Tools Used for Engagement	Engagement Method
Customers	High quality innovative services to meet business needs	Satisfaction Surveys; Suggestion and Complaints Systems; Call Centre	Direct E-mails, Telephone, Fax, Web Site, Social Network, Meetings, Forums, Conferences, Workshops, Group Discussions, Expert Panels, Annual Meetings, Web Portals.
Value Chain Partners	Meet Customer needs and mutually beneficial growth	Training Programs; Contract Bids; Supplier Assessment	
Govt Authorities & Int'l Bodies	Compliance with local and international laws & regulations on customs issues	Memorandum of Understandings; Service Agreements	
Other Customs Organizations	Fair Competitive environment & sustained industry development	Industry Discussion Forums; Global Platforms	
Employees	Equal employment, career development and healthy working environment	Open house; Performance Appraisals; Employee Representative	
Community	Harmonious Society, social engagement and environmental protection	Volunteerism; Philanthropy; Social Networking	

*(Disclosure 102-43: Approach to Stakeholder Engagement)*

*(Disclosure 102-44: Key Topics and concerned raised)*

The approach adopted by Dubai Customs for materiality identification incorporates global standards related to the customs bodies. We have a set materiality framework in alignment to our long term vision and mission and we continue to review, act and report on a range of important material risks and opportunities. Materiality assessment is regularly conducted to identify the most critical sustainability aspects for the business and stakeholders. Materiality is a critical input into our corporate sustainability strategy because it ensures that we provide our stakeholders with the sustainability information most relevant to them. Material aspects and their priority, scope and

boundaries are identified based on organizational strategy, stakeholder mapping, historical data & information on risk, guidelines of local and international customs bodies as well as guidelines from Global Reporting Initiative (GRI) Standards. Strategic objectives are determined during the process of materiality assessment as these are mapped and aligned to our organizational strategy. These are based on potential risks for our compliance, reputation, relationships with our stakeholders and economic performance. Finally, KPIs are identified for each objective followed by action plans which are later implemented and measure for performance evaluation.

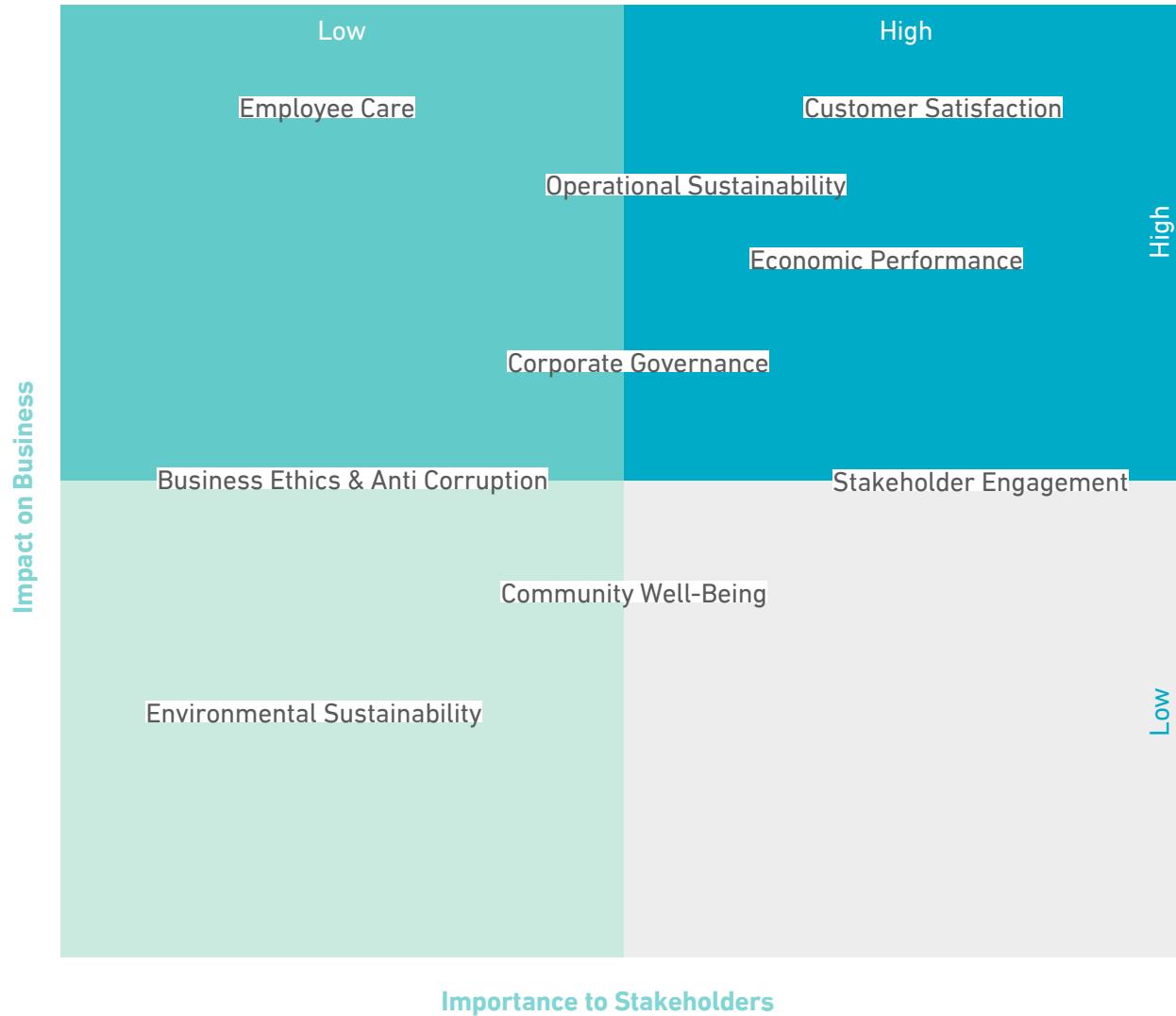


Following our extensive stakeholder engagement approach, the following material aspects, their priority and boundaries, have been identified and reported:

Materiality Issue	Internal Boundaries	External Boundaries	Priority
Customer Satisfaction	DC All Centers	Customers; Govt Partners	Very High
Operational Sustainability	DC All Centers	Not Material	
Economic Performance	DC All Centers	Community	
Corporate Governance	DC All Centers	Not Material	High
Business Ethics & Anti Corruption	DC All Centers	All Stakeholders	
Stakeholder Engagement	DC All Centers	All Stakeholders	
Employee Care	DC All Centers	Not Material	
Community Well Being	DC All Centers	Community	
Environmental Contribution	DC All Centers	Community; Govt Partners	

*(Disclosure 102-47: List of Material Topics)*

## Dubai Customs Materiality Matrix



### Economic Performance

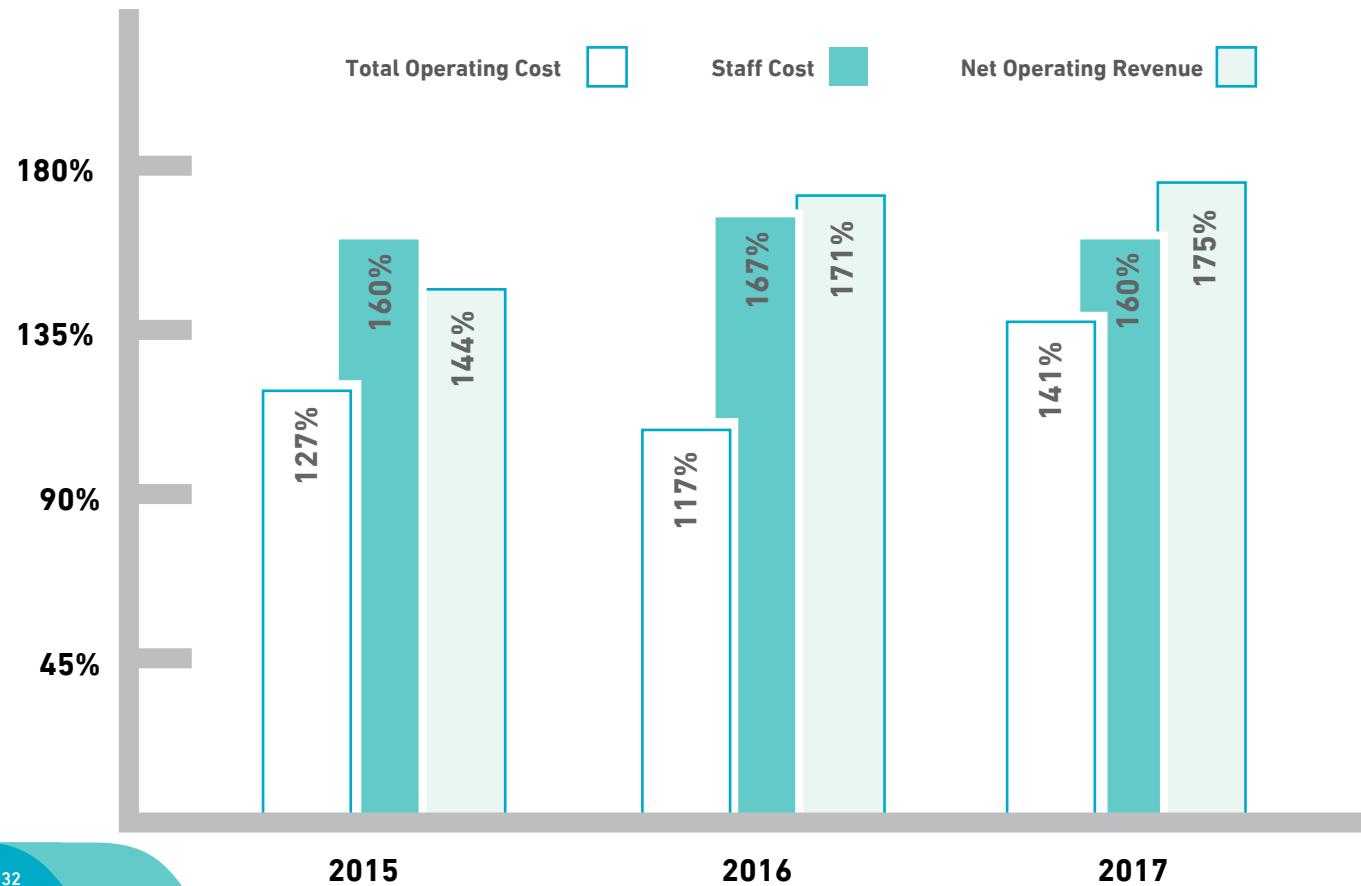
Dubai Customs is the key contributor to trade of Dubai and UAE and shares the responsibility for its own sustainable growth as well as the overall business and economy of Dubai and UAE. We fully recognize the role we can and should play to promote the principle of Corporate Social Responsibility in our economic growth and supply chain. Our duty collection is the major source of Dubai Government revenue

and facilitation of legitimate trade ensures the economic development of the country. We are proud to be the strongest inputs to the economic enhancement of the country, supporting foreign investments and trade in the region. We are focused on generating positive economic growth through responsible business practices, creating job opportunities, developing work standards, providing training opportunities and supporting the local community initiatives.

We seek to create economic value not only for our stakeholders but for other stakeholders also as it is particularly important during the current challenging economic situation in the region as well as globally. We tend to ensure that we return significant financial benefits, both direct as well as indirect, back to society. With our well defined methodologies and organizational strategic direction, our financial

management develops, reviews and regularly update its proceedings and ensure results monitoring. Key financial details are shared here, however, reserving the details of some areas due to the nature of our business sensitivity

Continuing our growth trend, this year also experienced an upward milestone and we achieved



strong financial results. We exceeded our earnings targets, generated strong cash flows, continued to strengthen our balance sheet and strategically positioned ourselves to deliver future growth and sustainability for the organization and the Dubai

Government. Without having any obligations, financial assistance or loans from the government, we have always ensured to generate sufficient revenues to cover our budgets and expenses from service fees & customs duties.

Dubai Customs CSR Budget & Expense		2015	2016	2017
BUDGET	Annual Budget	783,545	935,854	436,027
	% of the DC Payroll Budget	0.10%	0.11%	0.11%
	% of the DC Expense Budget	0.00%	0.00%	0.00%
ACTUAL EXPENSE	Actual Annual Expenses	724,400	691,770	645,360
	% of DC Actual Payroll	0.07%	0.08%	0.08%
	% of DC Actual Expenses	0.06%	0.01%	0.01%

We emphasize to promote expertise, knowledge sharing and systems with an aim to promote our socio-economic initiatives beyond our scope of operations. An integral part of our economic strategy is to build partnerships with other government bodies, federal ministries, private organizations, NGOs and other organizations in order to help raise the living conditions of the community. We strongly support and practice the employment, training and development of UAE Nationals with the objective of supporting the local employment practices. Accordingly, we always

participate in National Career Fairs and Recruitment Exhibitions devoted for UAE Nationals and local talent. Dubai Customs strictly follow the salary scale pursuant to Dubai Government Human Resources Law No. 27/2006 and its amendments to ensure minimum and equal salary levels for both genders, in accordance with the local minimum wage requirements. Promoting local procurement has always been our priority and wherever possible, we work with local suppliers from the UAE of goods and services for the betterment of the local economy and community.



YEAR	Local Purchase %	Foreign Purchases %
2017	% 99.48	0.52%
2016	99.50%	0.50%
2015	98.77%	1.23%



### Environmental Contribution

We are a public service entity & does not have direct environmental risks & impacts that are normally associated with a product-based organization. However, our risk & opportunities assessment process takes into account the environmental impacts related to waste management, energy consumption, water pollution, fleet fuel emissions, paper depletion & other carbon emissions & we try our best to minimize and mitigate these impacts. Confirming to the international

standards of ISO 14001 and OHSAS 18001, we have a clear, written and communicated policy on our Environment, Health and Safety practices which is implemented internally and externally for all stakeholders including our clients, suppliers, contractors and community. A well-defined process for the implementation, measurement, review and improvement of the EHS system is in place which is ensured by a dedicated team. Variations, non-compliances and incidents are recorded and reported in the EHS register and necessary preventive and

corrective actions are taken accordingly. Internal quality assurance checks and periodic external audits are conducted to ensure the validation of the overall EHS policy and its implementation and form the basis of continuous improvement

Built within our scope of core business, operational activities and support functions, we have well-defined targets for our environmental performance for every three years with an aim to be carbon neutral organization. We clearly acknowledge that all employees, whose jobs may cause significant environmental impact should have the necessary expertise, training and experience to carry out their tasks and duties more effectively. Training & awareness programs are scheduled regularly, to increase the environmental consciousness of our employees. All new employees are provided with an introduction to our Corporate EHS Policy within the organization, during their induction process. Through the global Green Customs program under UNEP, we aim to enhance capabilities of our Customs Inspectors through training on trade of environment related items. More than 15 training workshops on environment were conducted last year to benefit more than 100 employees in the area of environmental awareness.

We ensure to share and promote our environmental concerns, policies and practices with our customers, suppliers and other stakeholders during regular workshops, training sessions,

seminars and other engagements. Strategic partners and business associates are invited to attend our training sessions which aims to promote the culture of reduction of environmental footprint with special emphasis to our core business operations. These include regular trainings & awareness session on issues related to endangered species & their remains, Intellectual Property Rights and its environmental impacts, X-Ray Scanners and their radiations, paper-less operations, energy conservations, waste collection, electronic & smart processing and many more. These training programs are our efforts towards social and environmental well-being through interactive engagement. Our feedback mechanism and suggestion system provide inputs for further improvements to our training process & implementation. Key initiatives and achievements in our environmental contribution are as follows:

### Water & Energy Conservation

We believe in optimizing water and energy use for the entire community and realizing environmentally considerate living with a high quality of life. We continue to optimize our energy consumptions through high-energy efficient facilities and employee's efforts more efficiently. Water and Electricity consumption is rigorously monitored with an aim to ensure environmental sustainability. We get our electricity and water requirements from the Dubai Electricity and Water Authority (DEWA) on rental basis, however we engage in

all possibilities to reduce these rental charges to contribute to our carbon footprint management. Installing energy-savers, light sensors and splitting the air-conditioning controls wherever possible have enabled us to manage significant amount of electricity. Similarly, spreading awareness on water use, regular maintenance of taps and flush systems and other related initiatives help us manage our water consumption. In addition to our on-going commitment to operate high-performance

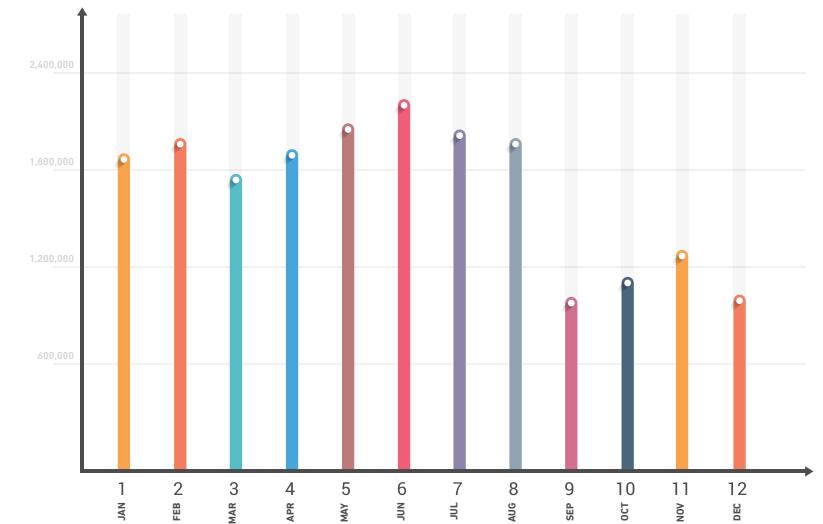
sustainable facilities, we emphasize on our new offices and premises to be of high performance. Our newer constructions and significant renovations to our facilities meet the energy- efficiency requirements of the international green building standards. Our building designs and approaches are updated regularly to include sustainable energy performance requirements and environmentally preferable materials and technologies.



### Dubai Customs Facilities - Water Consumption (Gallons)

Month 2016	Consumption
JAN	1,847,709
FEB	1,910,968
MAR	1,783,445
APR	1,877,009
MAY	2,050,182
JUN	2,207,897
JUL	1,989,300
AUG	1,890,454
SEP	964,246
OCT	1,090,849
NOV	1,252,414
DEC	1,020,385
<b>TOTAL</b>	<b>19,884,858</b>

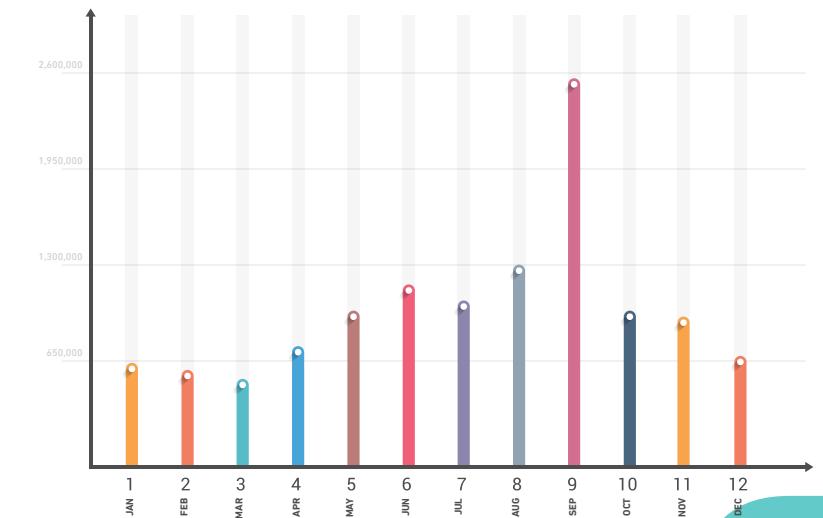
### DC water consumption - Gallons



### Dubai Customs Facilities Electricity Consumption in KWH

Month	Consumption
JAN	635,554
FEB	590,944
MAR	562,880
APR	706,531
MAY	937,866
JUN	1,127,602
JUL	1,095,247
AUG	1,305,391
SEP	2,541,029
OCT	973,085
NOV	923,196
DEC	674,281
<b>TOTAL</b>	<b>12,073,606</b>

### DC Electricity Consumption - KWH



## Waste Management & Recycling

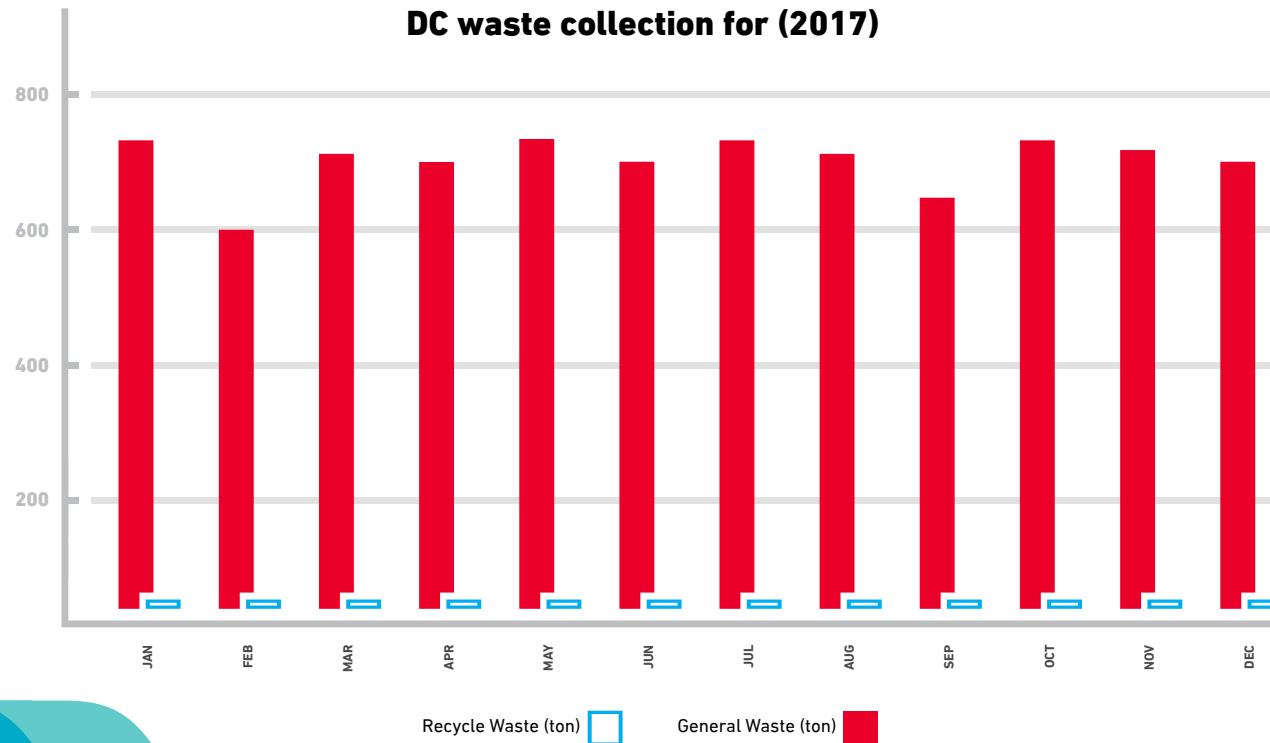
We perceive waste as an additional expense and promote recycling as a way to save money for the organization. Our aim is to reduce and manage the amount of waste that we generate from our operations and encourage recycling as much as possible. Our long-term waste management goal is to become a zero-waste organization and help our customers and suppliers achieve the same. Our long-term recycling objective is to support the United Nations agenda of saving billion trees

through our programs and projects of recycling paper, plastic, metal, printer cartridges, electronics and peripherals and much more. The continuing and sustainable “Al Grass Recycling Campaign” ensure employee participation through reduced consumption of resources and recycling of these resources. We successfully take forward our consistent approach to the allocation, access and usage of printers and implement a habitual culture of saving papers and printer-ink among all employees within the organization.

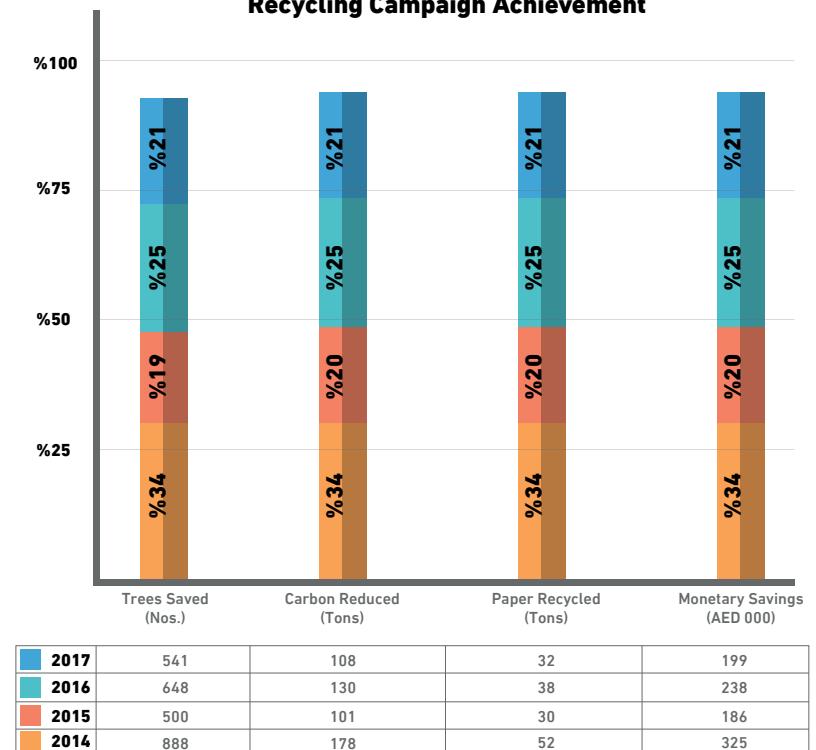
DEC	NOV	OCT	SEP	AUG	JUL	JUN	MAY	APR	MAR	FEB	JAN	Waste
699.9	716.34	730.44	666.72	709.44	733.86	613.8	730.92	700.74	708	657.42	728.88	General Waste (ton)
2.458	2.929	2.939	2.11	2.72	2.69	2.8	3.1468	2.95	2.24	1.78	2.538	Recycle Waste (ton)

Total general waste for 2017 = 8396.46 ton

### DC waste collection for (2017)



### Recycling Campaign Achievement



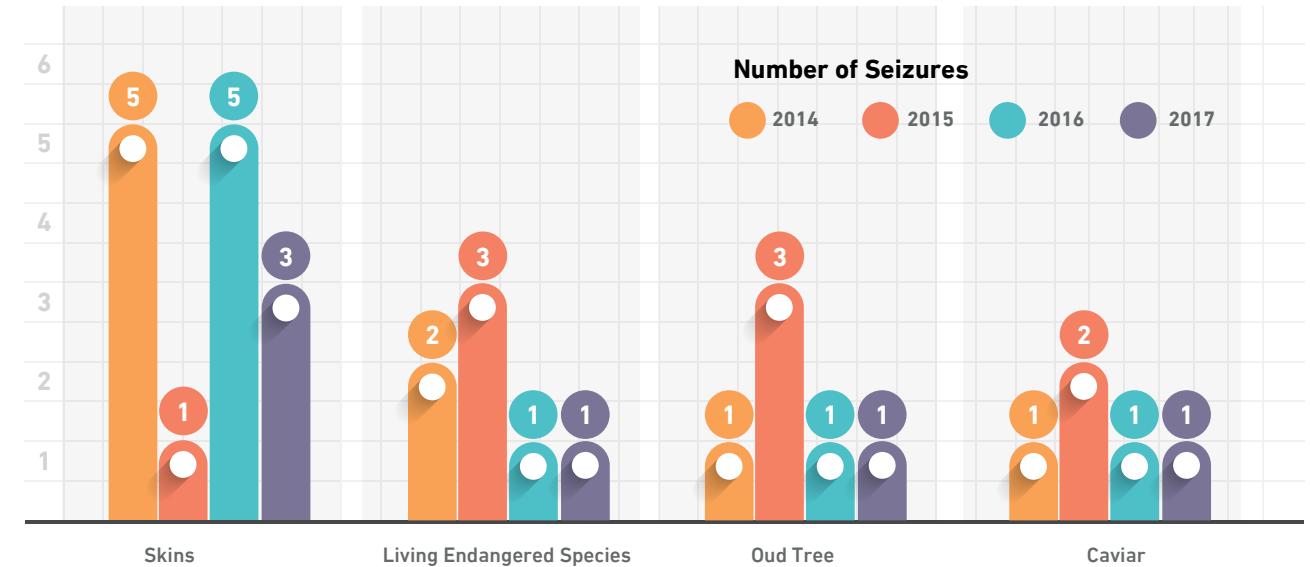
### Awareness Campaign on Endangered Species Protection

Dubai Customs also complies with the terms of CITES Convention and other global treaties which provides means ensuring the protection of endangered species through the system of bonds and certificates that are issued under certain conditions by the concerned authorities at each member state so that no item or product included in this convention is permitted to be exported or imported unless in

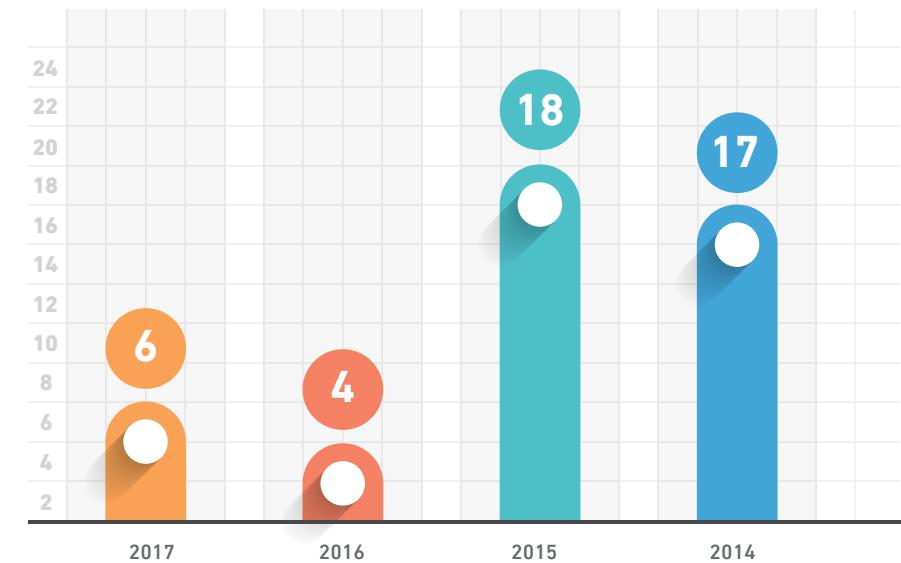
the presence of the required CITES Certification. We are one of the leading customs organization in the world that places emphasis on matters related to the protection of endangered species. In this regard, we have a strong awareness campaign of educating the community about imperilled animals and their remains through displays and printed materials. Public shows and exhibitions are organized at key public locations to engage the community to this global environment cause



### Endangered Species - CITES Statistics



### CITES Seizures



### Environmental Initiatives & Activities

We always ensure participation in local, regional and international events which are aimed at environmental improvement and reduction of the carbon footprint. This is achieved through memberships, partnerships and joint projects with other government and private entities and NGOs. Events such as Earth Hour, Clean-Up UAE, Clean-up the World, Anti-Smoking Campaigns and many such activities are conducted throughout to ensure our care for the environment. Lectures, workshops, seminars and other informative events and initiatives are regularly held by the organization in relation to environmental issues aiming to encourage adopting healthy practices at work, home and on the streets.

### Employment Practices

Employees are our most valuable assets and as part of their development and care, we ensure that corporate strategies, controls, results and corrective measures are communicated with them at all levels. Supporting our strategic objective and operational goals are our set of well-defined and clearly communicated employment and human right policies which are cascaded from the local and international policies in this regard such as UAE Labor Law, United Nations Universal Declaration of Human Rights and ILO Declaration on Fundamental Rights and Principles. Key policies in this area include Code of Conduct, Governance

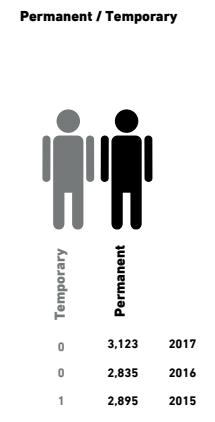
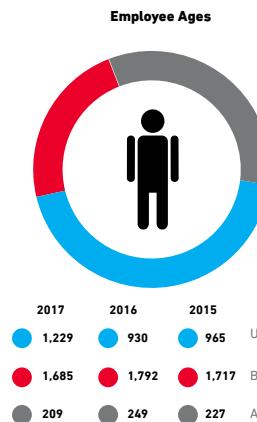
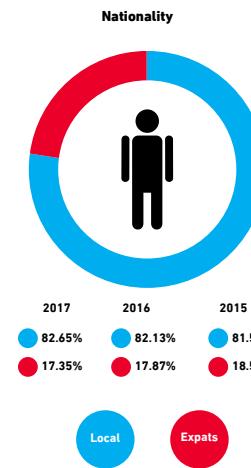
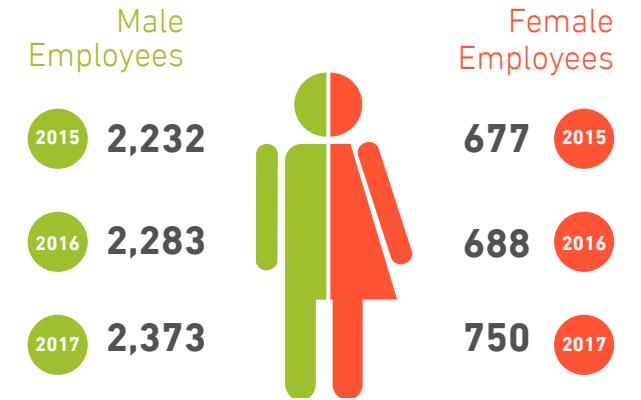
Manual, Client Service Charter, Employee Handbook, EHS Policy, Policy on Intellectual Property Rights and Social Accountability Policy. Goals and pre-defined objectives on human rights are an integral component of our strategy documentation. Long term goals include diversity, capacity development, eliminating discrimination, Emiratization and improved working environment. Short term goals



include trainings, promotions, transparency, engagement and equal employment opportunities. The involvement of our leadership and executive management to this process helps to build an environment of loyalty, confidence, motivation and job satisfaction among our employees which is further improved regularly through benchmarking and global standards.

Among our top emphasis is to develop and preserve the working environment as well as maintain a healthy and safe working condition. The health and safety practices that we pursue in our offices conform to the OHSAS 18001 standards which ensures management of pre-identified risks and assessment of any potential ones. Grievance committees for our internal stakeholders (employees) and external stakeholders (customers, suppliers, partners etc.) are in place under the Admin Order of the Leadership. Comprehensive and fully automated process and system of logging, resolving and reporting grievances has been successfully running and is also linked with the E-Govt process and is in accordance with best practices and international standards. Whistle-blowing mechanism, communication portals and other soft channels are also in place to address concerns, queries and advices

from employees, customers and other stakeholders. Direct leadership involvement, pre-defined targets, key performance indicators, satisfaction and happiness survey results, internal and external audits and membership/guidance from global organization in this area are the key sources of review and continuous improvement for our grievance mechanism





**DC - EMPLOYEE TURNOVER**

TOTAL EMPLOYEES LEFT	2017	2016	2015
Age Groups (up to 30 years)	60	81	14
Age Groups (above 30 years)	86	82	4
<b>TOTAL</b>	<b>146</b>	<b>163</b>	<b>18</b>
Males	118	124	16
Females	28	39	2
<b>TOTAL</b>	<b>146</b>	<b>163</b>	<b>18</b>
TOTAL EMPLOYEES JOINED	2017	2016	2015
Age Groups (up to 30 years)	160	159	156
Age Groups (above 30 years)	22	25	65
<b>TOTAL</b>	<b>182</b>	<b>184</b>	<b>221</b>
Males	116	139	174
Females	66	45	47
<b>TOTAL</b>	<b>182</b>	<b>184</b>	<b>221</b>

As part of our comprehensive employee training activity, we ensure to conduct our internal awareness-raising and training on areas related to employee development, competency building, ethics and behaviour, labour standards and human rights. Our prime focus in this area is to spread awareness among employees at all levels about the rules and laws associated with their accountability, rights and responsibilities in order to enhance their understanding on best practices & sustain a culture promoting

fair & equal employee-management relations. Around 2,000 employees were trained during 2017 investing more than 30,000 hours in more than 350 sessions, internally as well as externally. We regularly conduct Internal & External audits on global standards such as SA 8000 & strictly follow the recommendations and suggestions, especially to spread awareness among employees on standards & practices. This provides with a comprehensive process to improve & review activities in this regard.

### DC Training Program - Number of Training Hours (By Category)

Category	2014		2015		2016		2017	
	Total Hours	Average						
<b>Gender</b>								
Males	39,535	15.4	44,087	16.1	44,426	14.2	43,845	13.6
Females	18,293	15.3	16,589	12	20,339	13.6	22,097	12.3
<b>Nationality</b>								
Local	51558.8	15.6	50,447	14.5	55,657.5	14.1	55,213	13.1
Expats	6270	14.0	10,229	16	9107.5	13.4	10,729	13.6
<b>Employees Categorized</b>								
Senior Management	824	10.6	3,330	12.1	1,090	11.8	1,116	14.0
Middle Management	9855.5	10.2	13,624	14.9	13,675	11.9	14,178	11.7
Others	47149	17.3	46,183	14.8	50,000	14.8	50,648	13.6

### Training on DC Policies & Procedures Related to HR

DETAILS	2014	2015	2016	2017
Total Number of Hours of Training	36,521	32,809	29,197	30,825
Total Number of Employees Trained	1,749	1,601	1,758	1,869
<b>DC Overall Training Programs Conducted</b>				
Venue	2014	2015	2016	2017
Internal	144	154	240	133
External	190	253	119	246
<b>Leadership Training Attendees</b>				
No. of Attendees	306	417	352	406

### Training Attendees - Statistics

Category	2014	2015	2016	2017
Males	2,572	2,739	3,132	3,229
Females	1,193	1,380	1,495	1,791
Local	3,316	3,478	3,946	4,230
Expats	449	641	681	790



Our Sustainable employee initiative, “The Human Resources Gate” continues to establish a Human Resources Department interface that allows employees to submit and follow up all HR related requests, and obtain responses to all inquiries dealing with HR policies, rules, and regulations through one-stop focal point that provides its services over the phone, via email, or over the counter. The HR Gate works to develop and integrate its procedures and ensure service quality, as well as to effectuate internal and external communication to ultimately increase employee satisfaction levels, and to develop a corporate culture based on quality, excellence, continuous development, and the creation of a healthy work environment for employees. We neither practices nor supports the child labour or forced labour practice and all recruitments are carried out as per the Human Resources Management Law No. (27) 2006. Our Diversity policy and practice aims to ensure the fair treatment of all employees regardless of their gender, race, nationality, ethnic, age, or religious beliefs. We do this by adhering to all equal opportunities legislation and ensuring that we are fair, objective, transparent and free from discrimination in all of our systems, procedures, activities and decisions.

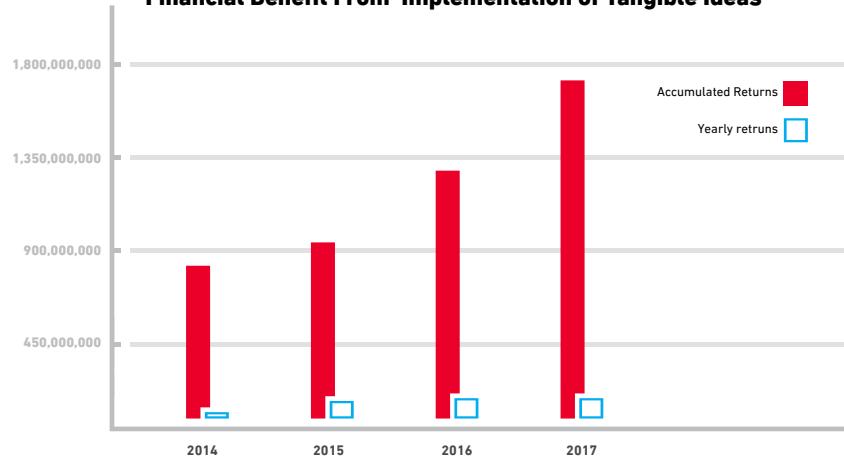
We strictly follow the principle and policy of transparent communication with our internal stakeholders – our employees, and ensure that performance results and indicators are shared accurately and completely. These include our social, environmental, economic and governance indicators

such as employee happiness and satisfaction, career paths, energy & fuel consumptions, development ratio, innovations, suggestions and recommendations and much more. Employees are our most valuable assets and as part of their development and care, we ensure that corporate strategies, controls, results and corrective measures are communicated with them at all levels. The involvement of our leadership and executive management to this process helps to build an environment of loyalty, confidence, motivation and job satisfaction among our employees which is further improved regularly through benchmarking and global standards.

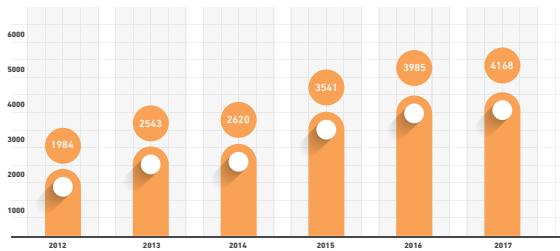
We also have a very comprehensive Suggestions & Reward Systems whereby executives & employees are rewarded with cash for their suggestions contributing to organizational sustainability and innovation. We follow an integrated & comprehensive corporate performance management approach, which is the driving force behind cascading the organizational strategic objectives into actionable, appropriate & accurately measurable operational plans. This SMART approach is applied to all aspects of the business, including the measurement of social, environmental, economic as well as governance performance where KPIs are reported on quarterly basis. Community Satisfaction Rate, Customer Happiness Ratio, No. of CSR Initiatives, Carbon Emission Reduction, No. of grievances, paper & energy savings & project completion percentages are some of our KPIs in these areas.



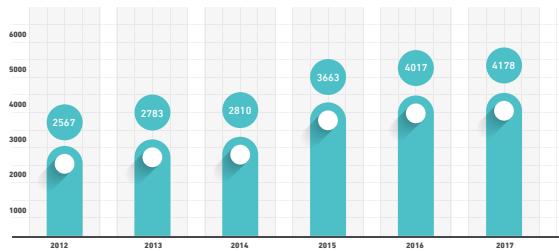
**Financial Benefit From Implementation of Tangible Ideas**



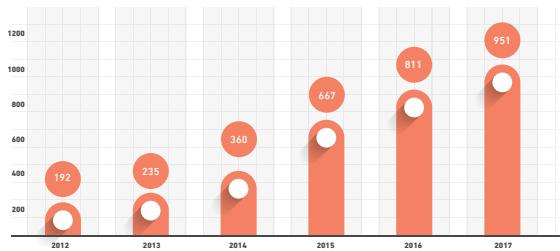
**Actual Submitted Ideas**



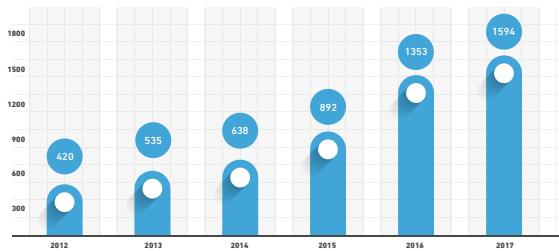
**Overall Ideas**



**Implemented Ideas**



**Feasible Ideas**



**Society & Local Community**

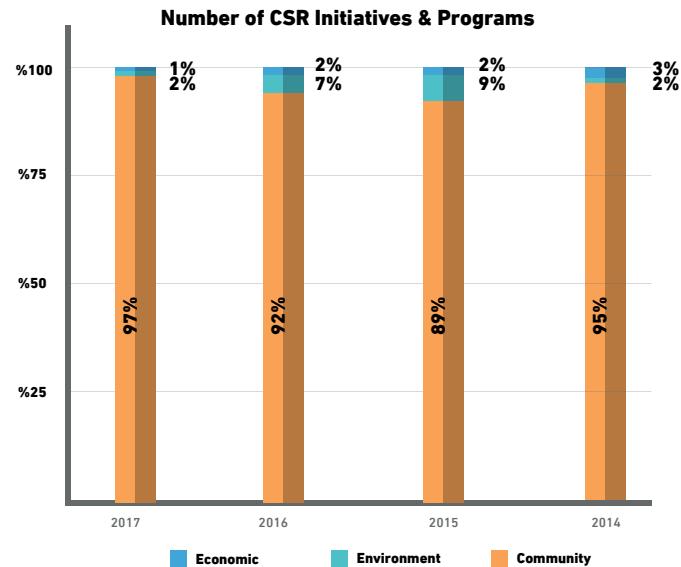
Dubai Customs has clearly documented strategic community policies, cascaded from our strategic objectives aiming to encourage & support society, volunteerism and engagement towards community initiatives, programs and projects organized by the CSR team. Our detailed annual CSR Action Plan includes initiatives towards community involvement with clear priorities, expected results, well-defined targets, goals, timelines, budgets & key individuals responsible for implementation. We ensure to prioritize and address local and

regional cultural, social and environmental needs through our CSR initiatives and programs. Every 2 years we conduct community needs study to identify these areas and accordingly design our projects to meet them. Areas such as core customs business, national identity, cultural diversity, local heritage, Arabic language, People of determination, charity and donations, elderly community, mass weddings, Ramadan and other religious events, planting trees, blood donations, combating poverty, spreading education, recycling and much more are part of our CSR action plans.



In line with our community policies and as guided by the criteria of the Dubai Govt Excellence Program, our strategy team has developed a comprehensive process and methodology to assess the overall impact of our community initiatives and programs before, during and after its implementation. This includes assessment about the type of initiative, its category, category-age-gender-nationality of the beneficiary, total no of beneficiaries, target & achieved impact & benefit in quantifiable values. The process is reviewed quarterly in terms of measurement & results, whereas it is analysed annually to ensure incorporation of any elements of improvement & assessment. KPI results and performance measurement with expected outcomes provides us the tools and inputs to ensure improvement to the overall process of community involvement. Similarly, feedback from our CSR surveys & community satisfaction results provides key input to our policies, process and

implementation process and seek continuous improvement. During the year 2017, we were able to raise our community happiness result from 89% to 90%. Key initiatives, programs and projects during the year are briefed as below:



## Community Satisfaction / Happiness Survey Results

**2017 : 90%**  
**2016 : 88%**  
**2015 : 89%**



## Year of Giving

The year 2017 was declared as “The Year of Giving” decreed by UAE President His Highness Sheikh Khalifa bin Zayed Al Nahyan, in continuation of the giving and selflessness efforts initiated by the late Sheikh Zayed bin Sultan Al Nahyan and the late Sheikh Rashid bin Saeed Al Maktoum (may God have mercy upon them). Dubai Customs selected 10 initiatives and CSR programs to implement during this Year of Giving 2017. These 10 initiatives emerged out of more than 160 ideas that were submitted during the brainstorming sessions that took place within the organization on 29th and 30th January 2017, involving

employees from all divisions, departments and sections. These 10 selected initiatives represented our commitment towards the local community which is no stranger to giving and selflessness, and by choosing these ten initiatives we hope to reflect this attitude and be able to give back to our community, and serve our clients in the best possible way. Key initiatives among these included “Al Dunia Bikhair (Life is still good)” which is a social solidarity fund set up by Dubai Customs to support the employees experiencing difficult times. Similarly, “Nahno Wayyak (We are with you)” is another initiative that was targeted for expatriate laborers, needy and the elderly.



## Gayyath - Volunteers

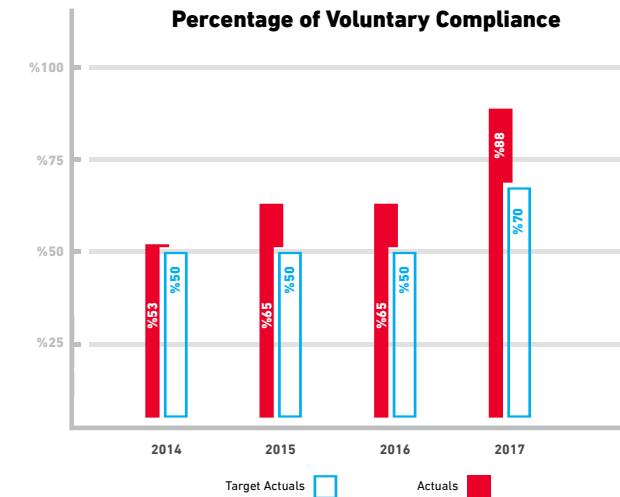
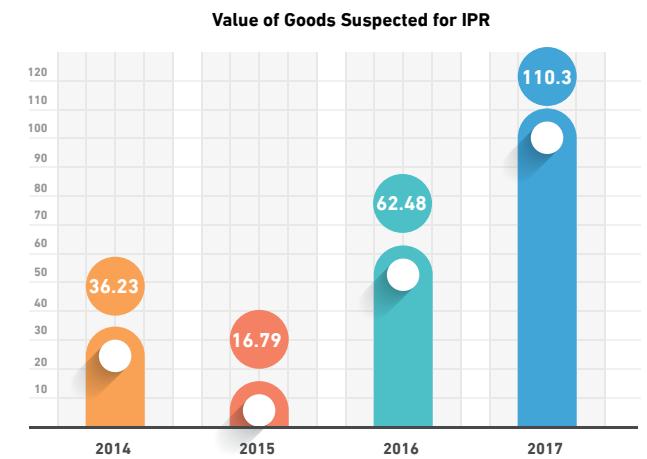
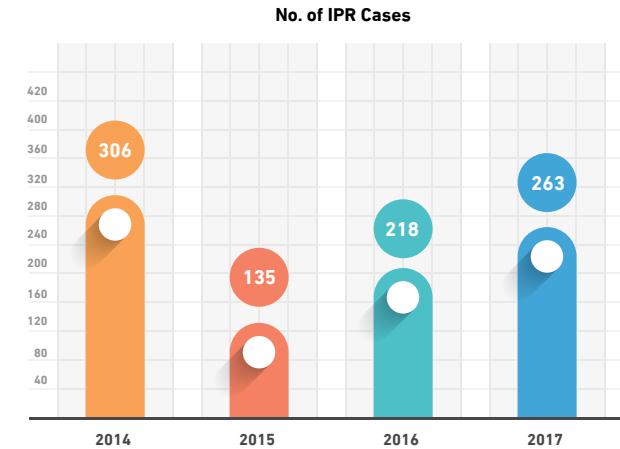
During 2017, Dubai Customs formally announced “The Gayyath Volunteer Team” which emerged as the first such team from any government department of Dubai. In support of the “Year of Giving” being marked in 2017 across the nation, the Ghayyath team launched initiatives ranging from care for people of determination, charity, awareness and training, health and safety to green initiatives, sports, energy conservation, culture and national identity. During the first years of its incorporation, the Gayyath team organized more than 50 voluntary initiatives bringing together volunteers from the Ports, Customs and Free Zone Corporation (PCFC) as well as other government and private entities. These partners and supporters included the Ministry of Climate Change and Environment, Dubai Police, DP World, Emirates Macaroni Factory, Bait Al Khair Association, Dubai Charity Association, United Foods, Al Bayan Newspaper, Mai Dubai, Sayidaty Magazine, Al Jawarih Restaurant, Katria, and Al Barari Group.



### Core Customs Community Awareness Campaigns

We continue to conduct awareness and education campaigns for the society and community as part of our core business responsibility. This includes special attention to the youth through our pavilion in Kidzania to educate and attract children towards the customs function and profession and develop future inspectors. Commencing in 2011, more than 300,000 children have attended this pavilion to date. Combating counterfeit and

protecting intellectual rights is one of the core business elements at Dubai Customs and is always considered as our top business priority. We regularly engage in providing best practices and awareness-raising education programs to schools, colleges, universities and other educational institutions in Dubai to promote the concept of Intellectual Property Rights (IPR) with an aim to inculcate a culture of loyalty and build a secure communal and economical role against counterfeiting and piracy especially among the youth and children of the emirate.



### Culture, Heritage and National Identity

We always place heavy emphasis on the promotion of UAE National Identity as part of our social commitment and loyalty towards culture and heritage. We always anchor the concept of social solidarity which reflects positively on the individuals and fosters patriotism as well as the national identity and culture. During 2017 also, we organized several initiatives and programs which included The UAE National Day, Martyr Day, UAE Flag Day, International Heritage Day and many more. These programs and initiatives includes competitions, displays, parades, cultural shows, road shows, visits and much more.



### Sustainable Charity, Donations & Religious Activities

Dubai & UAE, despite being one of the most modern and affluent places in the Middle East region, still have individuals and communities that need a helping hand. With the intention to help the poor and needy living within the society and community, Dubai Customs continue to organize donations, (cash & kind) and collaborate with local, regional and international NGOs and Charitable organizations. These include Red Crescent, Dar Al Bur, Mohammed Bin Rashid Humanitarian and Charity Establishment, Community Development Authority, Zakat Fund and

many more. Like every year, 2017 also experienced many activities and programs, especially during the holy month of Ramadan, supporting the theme of charity, fasting and religious knowledge, both internally as well as externally. Iftaar, Quran recitation classes, Islamic lectures and Eid gifts for orphans, Hag Al Laila, charitable collection of usable items, orphanage donations on festive occasions, visits to hospitals on special events, visit to old-age people at festivals, fun days for disabled and mentally retarded during celebrations are some of the activities during various religious & social occasions.



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GRI 201 Economic Performance	201-1 : Direct Economic Value Generated and Distributed	from 31 to 33	
	201-2 : Financial Implications and Other Risks and Opportunities due to Climate Change	from 31 to 33	
	201-3 : Defined Benefit Plan Obligations and Other Retirement Plans	from 31 to 33	
	201-4 : Financial Assistance Received from Government	from 31 to 33	
GRI 203: Indirect Economic Impacts 2016			
	203-2 : Significant Indirect Economic Impacts	from 31 to 33	
GRI 204: Procurement Practices 2016			
	204-1 : Proportion of Spending on Local Suppliers	33	
GRI 205 : Anti-Corruption 2016			
GRI 205 Anti- corruption	205-1 : Operations Assessed for Risks related to Corruption	from 18 to 20	
	205-2 : Communication and Training about Anti-Corruption Policies and Procedures	from 18 to 20	
	205-3 : Confirmed Incidents of Corruption and Actions Taken	None	
GRI 206: Anti-Competitive Behaviour 2016			
	206-1: Legal Actions for Anti-Competitive Behaviour, Anti-trust & Monopoly Practices	None	

GRI 301 : Materials 2016			
GRI 301 Materials	301-1 : Materials Used by Weight or Volume	None	
	301-2 : Recycled Input Materials Used	None	
	301-3 : Reclaimed Products and Their Packaging Materials	None	
GRI 302 : Energy 2016			
GRI 302 Energy	302-1 : Energy Consumption Within the Organization	37	
	302-2 : Energy Consumption Outside the Organization	37	
	302-3 : Energy Intensity	37	
	302-4 : reduction of Energy Consumption	37	
	302-5 : Reduction in Energy Requirements of Products and Services	37	
GRI 303 : Water and Effluents 2018			
	303-1 : Interactions with Water as a Shared Resource	37	
	303-2 : Management of Water Discharge-Related Impacts	37	
	303-3 : Water Withdrawal	37	
	303-4 : Water Discharge	37	
	303-5 : Water Consumption	37	
GRI 306 : Effluents and Waste 2016			
GRI 306 Effluents and Waste	306-1 : Water Discharge by Quality and Destination	None	
	306-2 : Waste by Type and Disposal Method	38	
	306-3 : Significant Spills	None	
	306-4 : Transport of Hazardous Waste	38	
	306-5 : Water Bodies Affected by Water Discharges and/or Runoff	None	

GRI 307 : Environmental Compliance 2016			
	307-1 : Non-Compliance with Environmental Laws and Regulations	from 32 to 42	
GRI 401 : Employment 2016			
GRI 401 Employment	401-1 : New Employee Hires and Employee Turnover	45	
	401-2 : Benefits Provided to Full time Employees	from 42 to 50	
	401-3 : Parental Leave	from 42 to 50	
GRI 403 : Occupational Health and Safety 2018			
GRI 403 Occupational Health and Safety	403-1 : Occupational Health and Safety Management System	from 42 to 50	
	403-2 : Hazard Identification, Risk Assessment and Incident Investigation	from 42 to 50	
	403-3 : Occupational Health Services	from 42 to 50	
	403-5 : Worker Training on Occupational Health and Safety	from 42 to 50	
	403-8 : Workers Covered by an Occupational Health and Safety Management System	from 42 to 50	
	403-9 : Work Related Injuries	None	
	403-10 : Work Related Ill-Health	None	
GRI 404 : Training and Education 2016			
GRI 404 Training & Education	404-1 : Average Hours of Training Per Year Per Employee	from 46 to 47	
	404-2 : Programs for Upgrading Employee Skills	from 46 to 47	
	404-3 : Percentage of Employees Receiving Regular Performance & Career Reviews	from 46 to 47	
GRI 405 : Diversity and Equal Opportunity 2016			
	405-1 : Diversity of Governance Bodies and Employees	from 42 to 50	
	405-2 : Ratio of Basic Salary and remuneration of Women to Men	from 42 to 50	

<b>GRI 406 : Non-Discrimination 2016</b>			
	406-1 : Incidents and Discrimination and Corrective Actions Taken	None	
<b>GRI 411 : Rights of Indigenous People 2016</b>			
	411-1 : Incidents of Violence Involving Rights of Indigenous People	None	
<b>GRI 412 : Human Rights Assessment 2016</b>			
<b>GRI 412 Human Rights Assessment</b>	412-1 : Operations that have been Subject to Human Rights Impacts or Assessment	None	
	412-2 : Employee Training on Human Rights Policies or Procedures	from 42 to 50	
<b>GRI 413 : Local Communities 2016</b>			
<b>GRI 413 Local Commu- nities</b>	413-1 : Operations with Local Community Engagement , Impacts, Programs	from 51 to 59	
	413-2 : Operations with Significant actual & potential negative impact on communities	from 51 to 59	
<b>GRI 418 : Customer Privacy 2016</b>			
	418-1 : Substantiate Complaints concerning breach of Customer Privacy	None	
<b>GRI 419 : Socio-Economic Compliance 2016</b>			
	419-1 : Non-Compliance with Laws and rules in the Social & Economic Area	None	







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