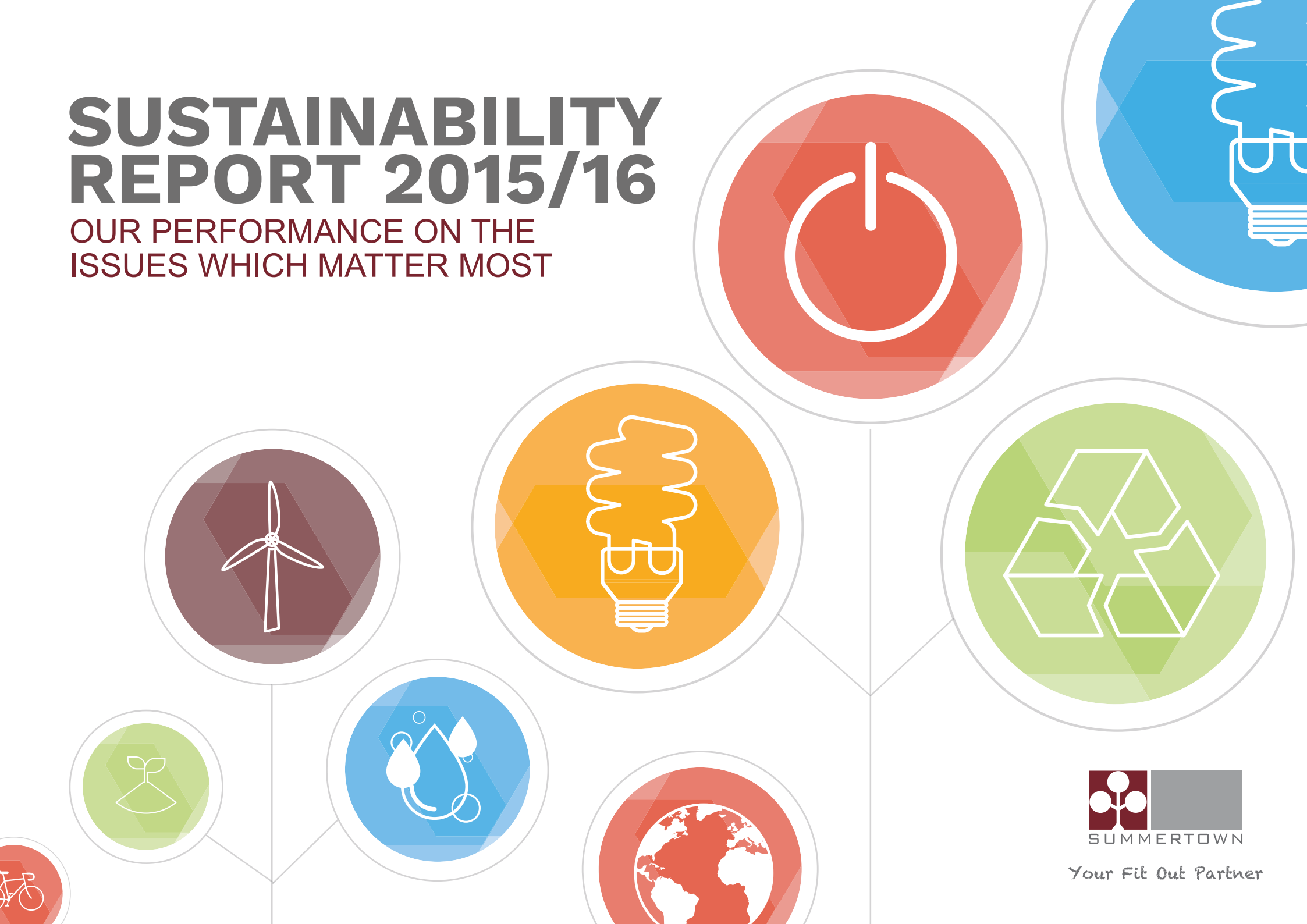


SUSTAINABILITY REPORT 2015/16

OUR PERFORMANCE ON THE
ISSUES WHICH MATTER MOST



Your Fit Out Partner



A STATEMENT FROM MANAGING DIRECTOR, MARCOS BISH

SUSTAINABILITY IS AT THE HEART OF SUMMERTOWN'S BUSINESS

I am proud to present our first Sustainability report. Prepared in accordance with the Global Reporting Initiative's (GRI) G4 guidelines¹, we believe this report represents an important step on our journey to embed sustainability into every aspect of our business.

Our journey began in 2009 while the financial crisis was still in full force. During this period, we saw potential clients take an interest in sustainability and approach us as the first fit out contractor in the United Arab Emirates to be awarded LEED Gold certification for our own offices.

LEED (Leadership in Energy and Environmental Design) is one of world's most widely used third-party verification schemes for green buildings. It is changing the way that buildings are planned and constructed as well as how they are maintained and operated. It is significant for us and our clients.

As one of the UAE's leading fit out contractors, we are proud of our track-record supporting our clients to apply LEED principles, thereby helping them to minimise their environmental

impacts at the same time as improving their operational efficiency and creating workspaces that their staff truly appreciate.

Continuing our journey, in 2011, we were awarded the Dubai Chamber's CSR Label, a certification which recognises those businesses that have made consistent and significant progress in advancing their corporate social responsibility credentials.

This commitment to sustainability lies at the heart of our business model for sound commercial reasons. Being able to demonstrate credibility as responsible corporate citizens has become increasingly important to our clients. Sustainability is not a passing trend for Summertown - it is fundamental to our growth and profitability.

For the future, our ambition is to become a 100% green business. By 2020, we aim to be carbon neutral. This will include working with our partners, clients and supply chains to reduce our combined carbon impact. We are currently developing our plans and timetable to achieve this ambition.

This report details our performance against the topics and issues which we believe matter most to our business and our stakeholders, and we look forward to keeping you informed of our progress in future reports.



ABOUT US

Summertown Interiors is the United Arab Emirates' (UAE) leading sustainable contractor, offering interior solutions of a superior quality as a fit out company and turnkey provider. Established in 1997, we specialise in implementing commercial office, education and healthcare projects for global Fortune 500 companies, local businesses and government authorities [G4-3, G4-4, G4-8].

With our Head Office in Dubai and a further office in Abu Dhabi, we operate entirely within the UAE. Across our two offices, we employ more than 110 staff, including architects, planners, and project managers. Our teams are highly experienced, regularly working with the world's largest project management firms and interior architects, to interpret and execute our client's requirements in order to deliver bespoke high quality projects on time and within budget. [G4-5, G4-6, G4-9]

In 2009, we were the first fit out contractor in the UAE to be awarded LEED Gold certification for our own interiors. Building on this industry-leading position, in 2016 we were the first company within the industry to be

awarded LEED Gold for Existing Building: Operations and Maintenance (LEED EBOM) for the ongoing operations and maintenance of our headquarters.

We are driven by a mission to deliver high end interior projects that help clients achieve their environmental goals whilst delivering operational savings and inspiring workspaces for their employees.

All of our projects are executed in accordance with the internationally recognised ISO 9001:2008 quality management system and international HSE requirements. This ensures that we meet the highest quality expectations of our clients. Full details of our incorporated status can be found on page 28 of this report.

¹ The Global Reporting Initiative is the world's most widely used standard for sustainability reporting and disclosure.

THE IMPORTANCE OF SUSTAINABILITY TO SUMMERTOWN

Sustainability is fundamental to our business strategy. We are proud of our reputation within the UAE, as pioneers for sustainable working environments evidenced through both our own sustainability credentials and our expertise in delivering sustainable projects for our clients. This has resulted in an increasing number of clients appointing us to deliver their fit out ambitions in accordance with sustainability best practice.

Our approach to sustainability is shaped by global and regional macro trends, which include declining resources (such as the materials, water and energy used in the workplace); climatic change and the impact it will have on working environments; anticipated legislative changes and a growing public and business demand for environmental sustainability. As a company we are passionate about harnessing the opportunities of sustainability as a driver of economic growth.

In particular, we are committed to supporting the objectives set out within the United Arab Emirates Vision 2021, and Dubai’s ambition to be one of world’s top ten sustainable cities by 2020. Some of the objectives within the National Agenda of UAE Vision 2021, have particular relevance to Summertown’s work and impact. [G4-15]



Water scarcity

As one of the most arid countries in the world, the 2021 Vision recognizes the critical importance of preserving water resources for the UAE.



Waste

The shift towards sustainable use of materials is paramount to achieving a sustainable future. The Vision’s 2021 target for share of treated waste as a percentage of total waste generated within the UAE is 75%.



Happiness Index

The 2021 Vision sets the objective of the UAE as being among the 5 happiest countries in the world. The index includes income level (GDP per capita), average life expectancy, social support, absence of corruption, and freedom to make life choices.

UNDERSTANDING OUR IMPACTS

We define sustainability as managing the environmental, social and economic impacts of our business in a responsible way.



In the workplace

The health, safety and well-being of all our employees, in our offices and on-site (including sub-contractors).

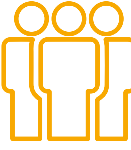
The sustainable use of resources in particular raw materials, energy and water and reducing the waste from our activities.



In the marketplace and our supply chain

Helping our clients to make sustainable decisions during the fit out process.

Engaging with our supply chain to ensure the sustainable criteria of the materials we use.



In our local communities

Engaging with the wider community, offering volunteering opportunities to our employees, knowledge sharing through our workshops and striving to become better corporate citizens.

This includes with the local business community, our employees and their families.



In the wider environment

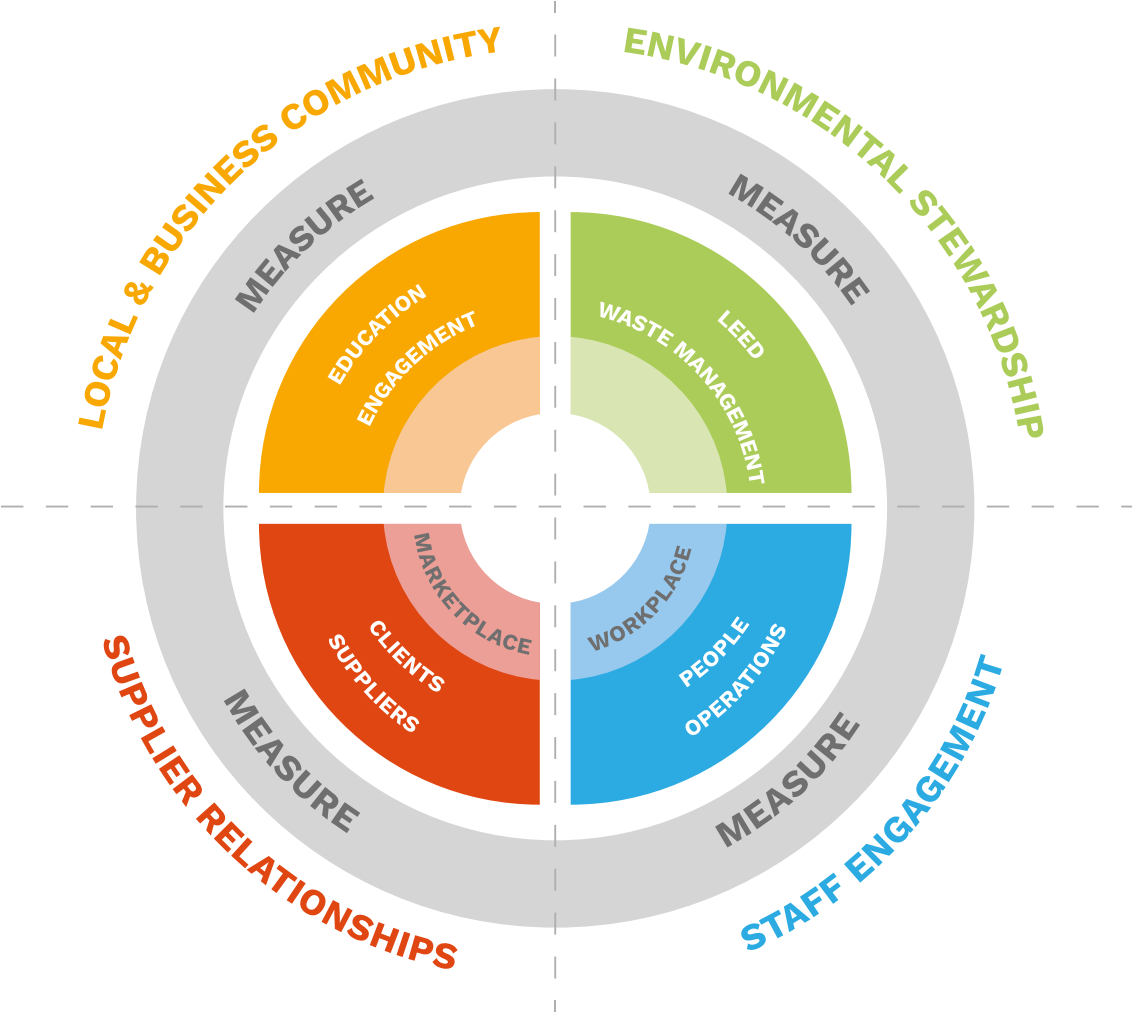
Continuing our role as thought leaders driving forward the shift to sustainable interiors.

Going beyond interior certification to embed sustainability in our own operations.

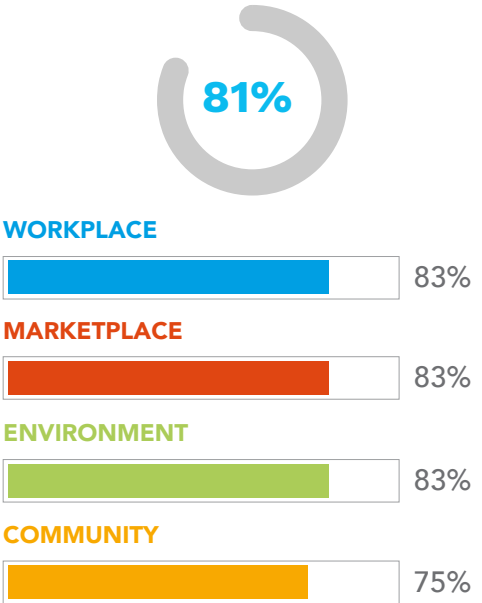
THE DEVELOPMENT OF OUR SUSTAINABILITY STRATEGY

We view our sustainability strategy as essential to the longevity of our business – in addressing our negative impacts, mitigating potential risks and optimising opportunities for business generation. It is also fundamental to building long and robust relationships with our stakeholders. The development of our sustainability strategy has been, and continues to be, a process of evolution.

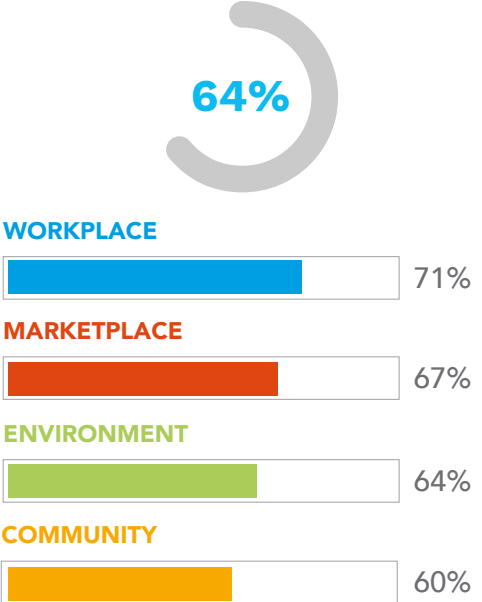
Working to achieve the Dubai Chamber CSR Label, and defining our four key pillars was an important stage in that evolution. As part of our work with the Dubai Chamber, each year our performance is assessed against these four pillars. In 2015, for the fourth year running, we achieved an above average score across all pillar areas.



SUMMERTOWN INTERIORS



ALL RECIPIENTS AVERAGE SCORE



AWARD WINNING BUSINESS



This achievement followed our success in winning two 2014 awards.

Sustainable Business of the Year, Gulf Capital SME Awards

CSR Engagement of the Year, Daman Corporate Health Awards

The governance and direction of our sustainability strategy is led by the Summertown Corporate Team, including the Managing Director and senior representatives from the Finance, Operations, Projects, Quality, Human Resources, Marketing and Commercial departments. [G4-34]

As a member of the Dubai Chamber of Commerce’s Sustainability Network and the US Green Building Council - the organization responsible for the LEED rating system - knowledge sharing is important to the development of our sustainability strategy. [G4-16]

Our Managing Director and other members of the management team regularly present at trade and business events, including at Dubai Chamber Sustainability Network events and we offer mentoring to other organisations that are beginning their own sustainability journey.

We also run ‘Green in Action’ workshops from our Head Office, educating local students and members of the business community as well as sharing our knowledge with clients and partners to demonstrate the benefits of integrating sustainability into any business model.

OUR APPROACH TO MATERIALITY

In 2015, we undertook our first materiality assessment - another significant step forward on our sustainability journey.

In keeping with the principles of the GRI framework, we carried out this assessment to focus on the issues that we believe matter most to our business and our stakeholders. This involved assessing our impacts, reviewing our stakeholder's priorities and analysing the wider issues associated with the environmental, social and ethical agendas.

The process involved a senior management workshop attended by 20 cross-functional representatives and facilitated by external sustainability experts. The outcome provided us with a definition of the issues that matter most to our business and our stakeholders and an agreement on the key topics to include in this report [G4-17] [G4-18] [G4-19].

We will continue to review this assessment every year and expand the involvement of our external stakeholders to better understand what matters most to those who have a relationship with us or are affected by our operations.

Further information relating to the material aspects is reported on page 28.



Our economic performance

It is imperative that we remain a sustainable and viable business - this includes developing our sustainability credentials as a fit out partner.



Our environmental impact

Our use of resources (materials, energy and water) and how we dispose of our waste represents a key cost to our business, which will increase with future resource scarcity.



Employment

Our employees are central to how we create value so it is our duty to provide a safe, enjoyable and secure place of work.



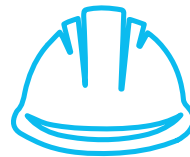
Training, Education and the Community

We are proud to be thought leaders within our industry. This relies upon the continual development of our people, working alongside industry partners and ongoing engagement with local communities.



Anti-corruption and transparency

By operating in a transparent manner across our supply chain and with our employees we can build trusted relationships and mitigate risk.



Occupational Health and Safety

Ensuring we provide a safe and healthy environment for our workers is our paramount priority.



Responsible procurement

An important impact is the sustainability of the products we procure for our fit out projects, and our own operations. We have a duty to support our client's shift towards sustainable and responsibly produced materials.



OUR ECONOMIC PERFORMANCE

Our belief in sustainability as a driver of growth and profitability is mirrored in our latest financial results.

In line with our ambition to accelerate the shift to green and sustainable buildings, this year, approximately half of our projects were accredited as meeting sustainability criteria. As part of this engagement with clients, we aim to build long-term relationships, as reflected by the growing percentage of our business which is with repeat clients. Establishing long-term relationships and delivering projects that gain sustainable accreditations will remain a critical focus for our business.

Our clients - the importance of long term sustainable relationships

	2013-14	2014-15	2015-16
Commitment to sustainable projects			
% of conventional projects	49%	49%	51%
% of our projects meeting sustainability criteria	51%	51%	49%
Building long term relationships			
% New clients	71%	56%	51%
% Repeat clients	29%	44%	49%

SUPPORTING OUR CLIENTS GO GREEN

Our approach to environmental sustainability is based on a precautionary approach to environmental challenges and we recognise that minimising our energy usage and our GHG emissions, our water usage and the amount of waste we generate, both directly and indirectly, is a continual journey. When discussing our environmental impact, we recognise two key components – our work with clients ‘on-site’ and our own operations.

Working with our clients

Central to our business strategy is supporting our clients on their sustainability journeys and to help owners and operators manage their buildings as efficiently as possible. For instance, 49% of the projects² we undertook in the past 12 months met either regional sustainability criteria or have been LEED certified. In order to achieve these standards, organisations need to put in place systems and practices so that their facilities use less energy, water and natural resources; improve indoor environments, apply green waste management principles and enhance employee wellbeing.

In all cases, even within our conventional projects we take great care to apply the same underlying principles, thereby providing added value to all our clients [see our project process overleaf].

Our ability to do so has been significantly enhanced by the growing number of our Projects, Operations and Design teams who have completed the training required to become LEED Green Associates or LEED AP qualified.

Currently we are not able to report on the water and energy use at our client sites. However, we are promoting green waste management strategies and the re-use of materials and are confident we will be able to publish information in the future.

GOING GREEN



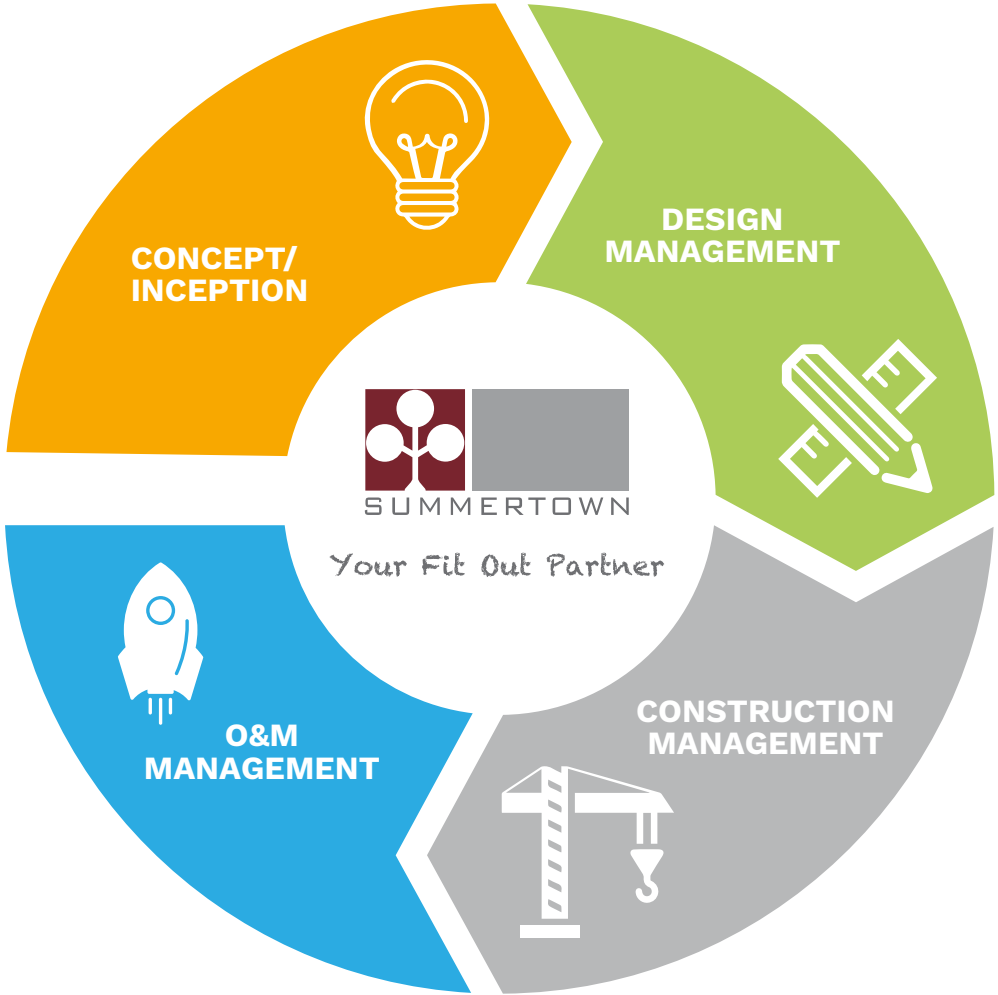
² Figures based on project value.

SUPPORTING OUR CLIENTS FOR SUSTAINABLE FIT OUTS

By taking a process driven approach, our projects team is able to meet the high quality expectations of our clients whilst supporting the delivery of sustainable solutions at each stage. We believe that successful sustainable projects are best achieved when working alongside clients and partners, who share our commitment to sustainability and corporate responsibility.

Some of the questions we ask to evaluate sustainable criteria and identify opportunities for more sustainable interiors...

- ① What are the sustainability priorities of the client?
- ② Does the exterior of the building meet sustainability criteria?
- ③ Should the project be LEED certified? Which certification level does the client wish to achieve?
- ④ How can the client maximise the ROI for their office workspace, through energy and water management?
- ⑤ What waste will be generated from the project, how can this be reduced? Are there opportunities to reuse or refurbish existing project materials?
- ⑥ How can we support the client and identify future ways to improve their sustainability performance? e.g. join us for one of our ‘Green in Action’ workshops.



HOW WE PUT THIS INTO PRACTICE ON A RECENT PROJECT

Our client was a private banking firm located in the prestigious Daman building in the heart of DIFC. Their new premises marked the first opening in the region.

Summertown were selected as fit out partner for the project due to our leading reputation, and also our collaborative approach with the designer, the project management firm and the client to ensure that sustainability was a key consideration throughout the project.

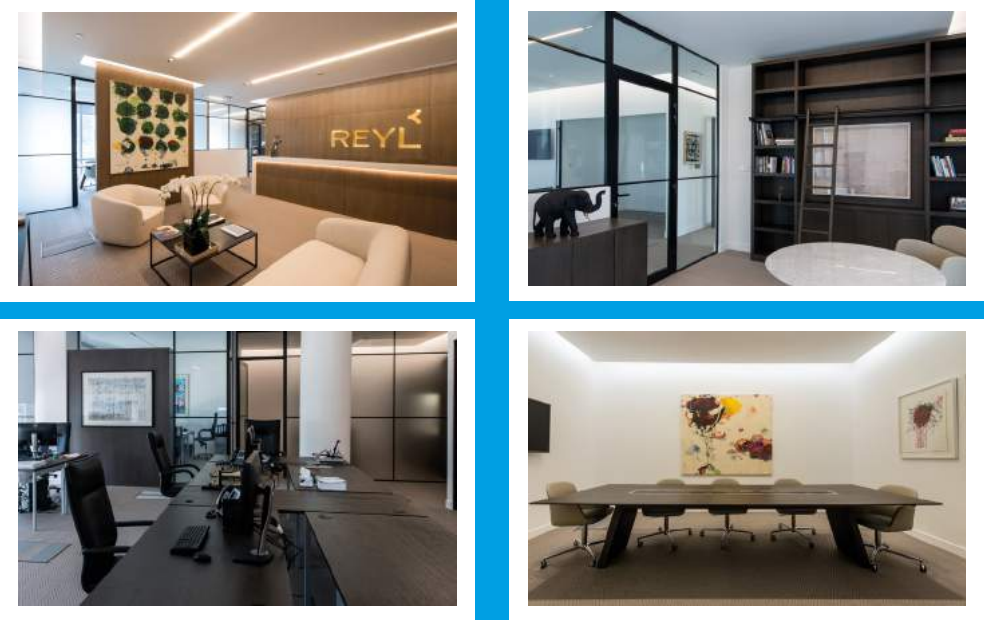
Working alongside the interior design firm and project management consultant we identified potential opportunities:

1. to reuse existing materials and furniture.
2. to procure sustainable materials, including using local suppliers.

Agreed waste and recycling strategy with the client for the furniture and mechanical, electrical, and plumbing (MEP) materials to be used during the project.

The result: 18 work-stations were refurbished rather than being replaced, using existing tables and applying new veneer to match the new office design. Reuse of MEP materials including lighting and AC floor grills. Blinds added to windows to reduce the heat intensity in the office.

- The benefits:**
1. Cost savings for the project and client through the reuse of existing materials.
 2. Reduction in the waste generated.
 3. Reduction in energy costs.
 4. Avoidance of using new raw materials, reducing the environmental impact.



OUR OWN ENVIRONMENTAL RECORD

We are committed to embody best practice in our own environmental performance. Our approach to environmental management is based on the guidelines issued by the USGBC for its LEED EBOM framework. This year, we have taken a number of further actions to ensure we have a robust framework for the management of the environmental impact of our sites and are able to capture the data required to monitor our performance effectively.

We strongly believe that a company cannot become truly sustainable unless employees at all levels share our vision and are committed to achieving it. That is why we empower every employee within the organisation to adopt greener practices within their own work environment. Information on our environmental policies is shared with all our employees through the Employee Handbook and incorporated within the new employee induction programme. As well as a full orientation program for all new employees, we run ‘Green in Action’ workshops to enhance our employees’ environmental awareness, and all employees are given at least one green goal to achieve during the financial year. [G4-14, G4-56]

Energy

Over the past 12 months, we used 163,920 kWh of energy at our offices, mainly for cooling. Over the past three years, we have managed to maintain our energy usage whilst continuing to grow our business by adopting a number of energy-saving procedures. Indeed, as a result, our energy intensity (measured as units of energy per person) has decreased by nearly 7% over the past three years. Looking ahead, minimising our energy consumption remains a priority to reduce operational costs in line with our carbon commitment. [G4-EN6, G4-EN5]

Emissions

In 2012 we set a target for our offices to be carbon neutral by 2020. We are developing plans to achieve this through internal initiatives - including the reduction of energy consumption, increased use of renewable energy and carbon offsetting. This year, our absolute GHG emissions (Scope 1 and 2) increased by 3%. This was due to an increase in the size of our team. However, over the past year, due to energy efficiency practices we

have actually reduced the carbon intensity per employee by 8%.

Water

We recognise the critical importance of responsible water stewardship to the future of the UAE. This year, we have continued to reduce water usage at our offices by adopting a number of measures including installing aerators on our low flow taps and the landscaping of our gardens using natural plants with a low water intensity. As a result of this investment, this year, we used a total of 1024M³ (225,337 gallons) of water in this year which represents a 50% reduction in our water consumption in the past 12 months.

Effluents and Waste

We are committed to reducing the amount of waste we generate by improving efficiency and by following the waste hierarchy of Reduce, Reuse, Recycle. This process requires both ensuring the relevant infrastructure to make recycling easy and by raising awareness amongst our staff. Audits of the waste management process are conducted on an annual basis.

In the last three years, we have reduced the amount of waste sent to landfill from our offices by 59%. This has been achieved through initiatives including:

- installing an internal recycling facility for paper, aluminium, and plastic.
- implementing a wide range of paper saving initiatives and adopting the use of refillable printer cartridges.

Our energy consumption [G4-EN3]³

	2013-14	2014-15	2015-16
Total energy consumption (kWh)	156,512	162,040	163,920
Energy intensity (kWh per person)	3,194	3,241	2,980

Our greenhouse gas (GHG) emissions (Scope 1 and 2) [G4-EN15]⁴

	2013-14	2014-15	2015-16
GHG emissions (Kg CO ₂)	78,256	81,020	81,960
GHG intensity (CO ₂ per person)	1,597	1,620	1,490

Our water usage [G4-EN8]⁵

	2013-14	2014-15	2015-16
Water consumption (M ³)	2,834	2,722	1,024

Total weight of waste by type and disposal method [G4-EN23]⁶

	2013-14	2014-15	2015-16
Water consumption (M ³)	2,834	2,722	1,024

³ All our energy is purchased through the state energy provider.
⁴ These figures have been calculated based on GHG emission information provided by the Dubai Electricity and Water Authority (DEWA).
⁵ All water was sourced from municipal water supplies.
⁶ All waste is disposed of using the state provider, and segmented into landfill and recycling only. In addition, green waste is composted at the company's own facility.



**OUR
PERFORMANCE
AS A BEST
IN CLASS
EMPLOYER**

LOW STAFF TURNOVER HIGH STAFF DIVERSITY

We strongly believe that the strength of our company lies within our team and that we have both an ethical and a business responsibility to create and support a diverse workforce of highly motivated people. This commitment to the welfare of our people is reflected in our low staff turnover, which over the past two years has been approximately 11%. This compares favourably to an average rate of 31% in the UAE.⁷

We conduct an employee satisfaction survey every 3 years, to understand attitude, opinions, motivation and satisfaction and in order to improve the working environment, reduce turn

Total number of employees⁸

Number of employees		2013-14	2014-15	2015-16
Senior management	Males	2	3	4
	Females	5	5	4
Employees	Males	36	35	35
	Females	6	7	12
Total		49	50	55

over and increase efficiency in our business. In our last employee satisfaction survey, in December 2014 we are pleased to report:

- 89% of our employees feel our company is a good organization to work for.
- 93% of our employees are proud to be part of our company.
- 97% of our employees are proud that our company is implementing sustainable business practices.

50% of our management team are women and we offer flexible working hours and part-time positions for working parents, wherever possible. Our office staff members alone (55 people) represent 13 different nationalities. To celebrate this diversity, we host an 'All Around the World' event bringing staff and family members together annually, and hold company lunches throughout the year where staff members bring food dishes that represent their home countries.

SUPPORTING OUR EMPLOYEES THROUGH TRAINING AND PROFESSIONAL DEVELOPMENT

The provision of high quality training is crucial to being a best-in-class employer. At the heart of our training approach is our Goals & Objectives Performance Appraisal system. Every office employee agrees five goals and objectives with their manager at the beginning of each financial year. At the end of the year,

appraisals are conducted and final scores agreed. These scores impact promotion opportunities and enable managers to identify high achievers for future career development and plan ongoing training needs, including a 360° feedback programme for selected individuals.

As part of this programme, during the past year, on average our office employees undertook over 13 hours of internal and external training. It is Summertown's policy to promote employees from within, wherever and whenever possible.

In addition, 60% of staff have been working with Summertown for at least two years, 40% have been working with Summertown for over five years and 1/5 of our staff have been employed for more than 10 years.

Supporting our employees through training and professional development [G4-LA9]

	2013-14	2014-15	2015-16
Average hours training per employee	2.6	5.7	13.2
By Gender			
Per Male	3.0	4.1	12.8
Per Female	1.2	10.5	14.2
Employee Category			
Management	-	1.9	14.5
Office Staff	3.0	6.4	13.0

⁷Hays GCC 2016 Salary & Employment Report shows 31% of employees based in UAE changed employers during 2015.

⁸Employee associations, such as unions and collective bargaining, are not present in the UAE [G4-11].

PROMOTING WELLBEING AND ENVIRONMENTAL AWARENESS

We take the health and wellbeing of our staff very seriously. All of our workspaces have direct access to natural daylight. This reduces our energy consumption and is proven to boost productivity. Populated spaces such as meeting rooms are fitted with carbon dioxide (CO2) sensors, enabling us to measure and improve the air quality when required. In a comfort survey completed by our employees in October 2015, we scored 81%.

To help ensure the health and happiness of our employees our wellness program incorporates a range of initiatives not only for our office staff and labour workforce but also for members of their families as we see them all as important stakeholders.

- Monthly newsletters for office staff - raising awareness of common health issues.
- Free HEALTH checks.
- Free ‘wellbeing’ events – focusing on physical, social and mental health and wellbeing including zumba, pilates, meditation and yoga sessions.
- Promotion of the importance of healthy eating - healthy snacks are readily available in the office for our staff.
- Promotion of the importance of regular exercise [see our Standard Chartered Run case study].
- Host inspiring and informative talks – sessions delivered by specialists covering topics such as ergonomics, feng shui, healthy eating and mindfulness.

Employee continuity – turnover and longevity [G4-LA1] [G4-10]⁹

	2013-14	2014-15	2015-16
Employees at Summertown for at least 2 years (%)	-	61%	60%
Employees at Summertown for at least 5 years (%)	-	37%	40%

⁹This refers to office staff.



SUMMERTOWN TEAM GEAR UP FOR THE ANNUAL STANDARD CHARTERED RUN

The Dubai Standard Chartered Run takes place every January, and for the past four years, the Summertown team has come together to train, compete and have fun – all in the name of a good cause.

The event is open to all our staff and their families, and for every runner who competes, Summertown match the entry fee as a donation to a chosen charity. As a result, since 2013, we have raised over 20,000 AED. This money has supported local charities, including Mawaheb, a Dubai based art studio for young adults with special needs and the Manzil Centre, a Sharjah based centre for children with special needs.

More broadly, the Standard Chartered Run, embodies our commitment to promote a healthy lifestyle at work and at home. We are passionate believers that regular exercise and a balanced diet can boost energy levels, concentration, enhance team morale and ultimately support more productive workplaces.



“It is great to come together to run for a cause and raise money for a charity. In addition, I am very proud that this has spurred so many of our team to take up running, not just for this race, but beyond.”

Esra Kayhan, Summertown’s HR Manager and Coordinator of the Health and Wellness program.

“Through this and other sponsored events, over the past three years, we have raised over 125,000 AED for various charity organizations”



ENGAGING WITH OUR LOCAL COMMUNITY

As part of our responsibility toward the communities in which we operate and the wider society, we encourage our employees to volunteer, through the Summertown Employer Supported Volunteering Scheme.

This offers all of our employees up to 2 days’ paid leave per year to participate in voluntary activities during working hours. We are a member of ENGAGE Dubai, part of an international network of businesses and community organisations that collaborate to support the development of healthy and sustainable communities by increasing the quality and quantity of employee volunteering in their local communities.

Encouraging our employees to support our community through volunteering¹⁰

	2013-14	2014-15	2015-16
Percentage of employees who volunteered	14%	12%	36%
Hours of volunteering (average per volunteer)	8.4	4.3	8.5

“We are proud that our employees have spent over 257 hours volunteering in the local community over the past three years”

¹⁰ Employee volunteering hours refers to activities undertaken during working hours; which has been discussed and approved by line management and HR.

We have seen a significant increase in the uptake of this scheme, and are proud that over the past twelve months a third of our employees were involved in volunteering activities, spending an average of 8½ hours working with a variety of groups and causes. This included helping with disabled children at the Manzil Centre, supporting the ‘Read to Room’ project for children’s education and workshops on CSR for students from the HCT Dubai Women’s College.

We intend to build on the momentum of the past 12 months to encourage even more of our employees to participate in voluntary activities to support our local community.

ENCOURAGING EMPLOYEES TO SUPPORT THE COMMUNITY



AIMING FOR THE HIGHEST INTERNATIONAL HEALTH & SAFETY STANDARDS

We are proud to have achieved zero lost time to injuries over the past 2 years. We strive to maintain this high standard through a deep commitment to safety training, encouraging interest and enthusiasm in safety, and developing personal responsibility for safety in the workplace (both in the office and onsite).

Each employee is entitled to Health Insurance provided and paid for by the company and our HSE Charter is prominently displayed in our offices.

We set smart, project-specific HSE objectives and targets for all our on-site work and monitor performance through key performance indicators on a monthly basis. We also aim to hold daily Tool Box Talks for every project. These critical safety practices are established and monitored in collaboration with our expert health and safety consultants.

To further reinforce our health & safety commitments, we are currently working towards OHSAS 18001:2007 certification, an internationally recognised occupational health & safety management system.

We provide free furnished accommodation with cooking facilities for workers. We operate company buses to enable our labour workforce to travel to and from work. All workers are entitled to overtime payments where applicable.

Everyone employed is also given a copy of our Workers Handbook. This outlines the company’s rules and procedures and the full extent of their rights and responsibilities. On project sites, we evaluate supplier behaviour and take care to include all sub-contractors’ employees in our Tool Box Talks and safety drills. We also run site specific safety inductions as part of our standard procedure, for all projects.

Our absolute commitment to the health and safety of our employees [G4-LA6]^{12,13,14}

	2013-14	2014-15	2015-16
Lost-time injuries frequency rate (LTIFR) – Targets	n/a	<0.05	<0.05
Lost-time injuries frequency rate (LTIFR) – Actual	n/a	0.00	0.00

A Workers Satisfaction Survey was conducted in November 2012, which resulted in a number of actions being taken. In addition, we maintain records of all injuries and illness – and use this to identify potential future risks and ways to improve our health and safety performance, being proactive rather than reactive. As part of this approach, a ‘Frank Bird Model’ is used to forecast and mitigate potential incidences, this is included in the monthly HSE Management Report to the corporate team.¹¹

We require all vendors providing services to Summertown projects to comply with Summertown HSE requirements and to complete a vendor HSE pre-qualification questionnaire for each project. This assessment includes the provision of their Health and Safety Policy, risk assessments and safety method statements. In addition, vendors must submit a detailed summary of their Health and Safety accident statistics – including the number of fatal accidents, reportable injuries, injuries to the public and near misses.

¹¹ The Frank Bird Model (or Safety Triangle) refers to a globally recognised ratio for accident ratio of 1-30-300 (major injury to minor injuries to no-injury accidents).
¹² For HSE reporting purposes, statistics have been sourced from both Dubai and Abu Dhabi -based projects. Health and Safety records have only been formally maintained for the reporting period 2015-16, and this reporting framework is being improved to conform to the G4 guideline procedure.
¹³ HSE data reports are only for Summertown direct employees. The information is derived from site attendance records as well as timesheets for verification. Subcontractors are recorded on and off site, but not included in man hour calculations.
¹⁴ Data reported for period 1st April – 31st March, data refers to per 100,000 hours worked calculations.



**OUR
APPROACH TO
PROCUREMENT
AND SUPPLIER
ASSESSMENT**

**SUSTAINABILITY ACROSS
OUR ENTIRE SUPPLY CHAIN**

At Summertown, we understand that our sustainability responsibilities extend beyond our own direct actions to include those of our entire supply chain. We are continually working to develop a supplier network that shares our own values.

Our supply chain [G4-12] covers materials for our client projects and our own business operations – this includes:

- Building materials such as gypsum, glass and paint which are mostly procured from the UAE.
- Electrical and plumbing items such as cable, light fixtures, wire and wiring accessories.
- Office furniture, fixtures and fittings such as, blinds, carpet tiles.
- Labour and joinery services.
- Office consumables and professional services.
- Responsible sourcing.

We use a pre-qualification process to ensure the materials we procure, at a minimum, are sourced from suppliers who hold similar sustainability values to our own. The criteria we use include their quality system and quality management procedures; their commitment to sustainability across all areas; their management

of environmental issues and their approach to anti- corruption. In 2015, all our suppliers met our labour, environment and social criteria. [G4-LA14].

Our labour assessment criteria, based on international labour standards, includes:

- No full-time employed workers under the minimum age of 18.
- Does not use forced or bonded labour.
- All workers are provided with a contract of employment.
- Company does not discriminate based on race, pregnancy, gender, martial status, sexual orientation, union membership or political affliction.
- Ensure that harassment, including sexual harassment, physical or verbal abuse and intimidation in working practices are not tolerated and are grounds for disciplinary action.
- Has a written disciplinary and grievance procedure.
- All workers are provided with written details of their wages, deductions and benefits.

Towards sustainable procurement

In addition to our commitment to responsible sourcing we believe, by actively identifying environmentally responsible materials, our procurement can serve as a tool to drive forward sustainability. Our objectives to move towards 100% sustainable purchasing for our own facility is a key component of our LEED EBOM certification. Criteria we use to define environmentally sustainable products is as follows:

- Has the product been labelled or certified against internationally recognised environmental and social credentials – such as Energy Star; Fair Trade, Forest Stewardship Certified, EPEAT, Low VOC paints?¹⁵

- Is the product or service locally sourced (e.g. within 500km)?
- Does the company have an environmental or green policy?
- Is the company certified to ISO:14001?
- Does the company have an internal sustainability team or manager?

We have established a performance measure to track our purchasing from sustainable sources whether for ourselves or on behalf of our clients. In 2015, 28% of our purchasing, by spend, met our sustainability criteria. By 2016-17 our goal is to reach 30%.

This year, we have extended responsible procurement beyond the Procurement department itself, by establishing a sustainability goal (2016/17) for the operations team to provide a minimum of two products/ methods that will contribute to sustainable purchasing practices.

Sustainability purchasing as part of our procurement yearly goals and objectives

	2013-14	2014-15	2015-16
Goal (% of spend on sustainable products)	n/a	20%	25%
Achieved (% of spend on sustainable products)	n/a	20.16%	28.31%

¹⁵ ENERGY STAR is an symbol for energy-efficient products and practices. Forest Stewardship Council (FSC) certification is awarded to products that are made with, or contains, wood that comes from responsibly managed forest. EPEAT is a procurement system that compares electronic products based on environmental criteria including energy use and recycling rates.



COMMITTING OURSELVES TO TRANSPARENCY

Transparency is important to us and we believe that it begins internally. We have a commitment to an open culture across our organisation. This includes sharing with our employees how we do business and is evidenced by our annual ‘team-talk’ events that focus not just on reporting our performance but also on topics such as our approach to ethical business practices.

Our staff handbook includes details of the expectations we have of our employees and how they can be involved, including an Improvement Opportunity Request System that allows employees to suggest changes to our systems, policies or procedures.

To guard against the possibility of corrupt practices, this year we have developed a new Code of Business Conduct which includes a section on gifts and donations. We have a formal policy on anti-corruption, which we have communicated to all of our employees and supply chain partners. Whilst we have not delivered any formal training on our anti-corruption policy, we will be undertaking a full online training programme in Q4 2016, and expect to report on this next year [G4-SO4].

OUR COMMITMENT TO CONTINUOUS IMPROVEMENT

As part of our stakeholder engagement, and commitment to excellence, we conduct Client Feedback Assessments for all our projects. This covers questions relating to project quality and handover; environment and safety; and level of commitment and expertise. In the past year, we are pleased to report that 80% of our projects were delivered on time or ahead of schedule.

It is vitally important that we capture this feedback and continue to monitor each of these areas, in accordance with our ISO process, and to ensure we make continual improvement, see table below for our performance.

Capturing client feedback to ensure continuous improvement [G4-PR5]

	2013-14	2014-15	2015-16
Project quality and handover (out of 5)	2.8	3.5	4.0
Environment and safety at work (out of 5)	n/a	4.5	4.9
Commitment and expertise of our project team (out of 5)	3.7	4	4.5



AIMING TO WORK
WITH EVERY GROUP
ON OUR BUSINESS
IMPACTS

Our progress on stakeholder
engagement

We recognise that our staff, our customers, our suppliers, and all of the communities affected by our operations are stakeholders in our business. Engaging with them and making ourselves aware of - and responsive to - their particular concerns is a key priority for us. We are in the process of establishing a comprehensive stakeholder engagement strategy and will be reporting on the outcomes from this initiative in our future sustainability communications [G4-24, G4-25, G4-26, G4-27].



HOW WE ENGAGE
WITH OUR
STAKEHOLDERS

Stakeholder	How we engaged	Topics raised
Clients	<ul style="list-style-type: none">WebsiteCompany NewsletterPresentationsSeminars Workshops and EventsMediaTender processesCustomer Feedback Forms	<ul style="list-style-type: none">Company informationProject experienceSustainability benefits and tipsEnvironment performance
Partners	<ul style="list-style-type: none">WebsiteMeetings (formal and informal)Seminars and EventsMediaTender processesSite visits	<ul style="list-style-type: none">Company informationProject experienceIndustry best practiceBusiness accolades and awards
Suppliers	<ul style="list-style-type: none">WebsitePre-qualification processesHSE assessmentsVendor forums	<ul style="list-style-type: none">Payment termsHSE best practices and assessmentsSustainability best practices and assessments
Employees	<ul style="list-style-type: none">Staff webpageWebsiteMeetingsCompany events and meetingsTrainingStaff surveys – occupancy comfort and satisfactionStaff recognitionWellness programVolunteering	<ul style="list-style-type: none">Company information and policiesSelf-improvement and career development opportunitiesHealth and wellbeing of staff in the workplaceCommunity investment opportunities
Gov't / Regulators	<ul style="list-style-type: none">Trade licensesCertifications and membership of associationsFinancial reportsSustainability report	<ul style="list-style-type: none">Company informationEconomic performanceEnvironmental performance
Investors	<ul style="list-style-type: none">Financial reportsSustainability reportShareholder meetings	<ul style="list-style-type: none">Company performanceEconomic performanceEnvironmental performanceBusiness accolades and awards

HOW THIS REPORT WAS PREPARED

This is our first sustainability report produced in accordance with the GRI G4 guidelines and covers the period up to April 2016, There were no significant changes during the reporting period to the organisation’s size, structure, locations, financial structure, ownership, or its supply chain. The report includes the material activities and operations of all the financial entities owned by Summertown Holdings Limited, a private limited company registered in Jersey, UK¹⁶. [G4-29, G4-28, G4-13, G4-7, G4-17].

It is our intention to continue reporting against the same criteria on an annual basis. The contact point for further information is Marcos Bish, Managing Director, Summertown Interiors. Email: marcos@summertown.ae [G4-30, G4-31].

The following table provides an index for the location of all the GRI aspects 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 [G4-33, G4-19, G4-20, G4-21, G4-32]. As this is our first report, there are no restatements, or significant changes from previous reporting periods to consider [G4-22, G4-23].

¹⁶ Trading offices: Summertown International LLC, PO Box 43530, Abu Dhabi, UAE; Summertown Interiors FZE, PO Box 262807, Dubai, UAE.

GRI Content Index

Glossary of terms used in the content index:

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

- Our offices.
- Customers/site of operations.
- Supply chain.

Indicators (for core compliance)	G4 Code	Page reference
Strategy and Analysis		
Statement from Executive	G4-1	2
Organizational Profile		
Name	G4-3	3
Primary brands, products & services	G4-4	3
Location	G4-5	3
Countries	G4-6	3



Indicators (for core compliance)	G4 Code	Page reference
Ownership & legal form	G4-7	28
Markets served	G4-8	3
Scale - employees, sales, etc	G4-9	3
Employee analysis	G4-10	18
Extent of collective bargaining	G4-11	16
Description of supply chain	G4-12	22
Significant recent changes, including in supply chain	G4-13	28
Approach to precautionary principle	G4-14	14
List of charters, principles, etc. subscribed to	G4-15	4
Membership of associations	G4-16	7

Report Scope & Boundary		
Entities in financial statements	G4-17	8, 28
Process for defining content	G4-18	8
Material aspects	G4-19	8, 28
Aspect boundaries	G4-20	28
Material aspects outside organisation	G4-21	28
Re-statements	G4-22	28
Significant changes from previous reports	G4-22	28



Indicators (for core compliance)	G4 Code	Page reference
Stakeholder engagement		
List of stakeholders engaged	G4-24	26, 27
Basis for identification of stakeholders	G4-25	26, 27
Approach & frequency of stakeholder engagement	G4-26	26, 27
Key topics raised by stakeholders	G4-27	26, 27
Report profile		
Reporting period	G4-28	28
Date of most recent previous report	G4-29	28
Reporting cycle	G4-30	28
Contact point	G4-31	28
Report status		
Content index, incl. accordance & assurance status	G4-32	28
Policy on external assurance	G4-33	28
Governance		
Governance structure	G4-34	7
Ethics & Integrity		
Values, standards and codes of conduct	G4-56	14

Indicators (for core compliance)	G4 Code	Materiality threshold	Boundary of aspect			Page ref
			Offices	Client sites	Supply chain	
Material Aspects						
Energy						
Direct energy consumption	G4-EN3	✓	✓	0	<div></div>	15
Energy intensity	G4-EN5	✓	✓	0	<div></div>	14
Energy reduction	G4-EN6	✓	✓	0	<div></div>	14
Water						
Total water withdrawal	G4-EN8	✓	✓	0	<div></div>	15
Emissions						
Direct greenhouse emissions	G4-EN15	✓	✓	0	<div></div>	15
Effluents & waste						
Total waste by type, disposal etc	G4-EN23	✓	✓	0	<div></div>	15
Employment						
Employee volunteering	Non-GRI	✓	✓	<div></div>	<div></div>	20
Employee turnover analysis	G4-LA1	✓	✓	✓	<div></div>	18
Occupational Health & Safety						
Rates of injury, disease, etc	G4-LA6	✓	0	✓	✓	21
Training, Education and the Community						
Average hours training	G4-LA9	✓	✓	✓	0	17
Supplier Assessment for Labour Practices						
% of suppliers screened for labour practices	G4-LA14	✓	✓	✓	0	22
Anti-corruption						
Extent of training on corruption	G4-S04	✓	✓	✓	0	24
Product & Service Labeling						
Customer satisfaction survey	G4-PR5	✓	✓	✓	0	25

✓ Topic reported upon in this report 0 Topic we are working on, and plan to report in future ■ Topic outside current scope of our report (or not relevant to report on)



Your Fit Out Partner