

2022 SUSTAINABILITY REPORT



Building a sustainable future





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2021-2022 SUMMARY OF PERFORMANCE [GRI 102-50]

Welcome to our 7th annual Sustainability Report, in this year's report you will read about our performance over the past 12 months (April 2021-March 2022) and our goals for the future as we build a sustainable future.

<div><div>SUSTAINABLE PROJECTS</div><div><div>27% of our projects met externally accredited sustainability standards.</div><div>49% of products procured for our clients projects met sustainable criteria.</div><div>We earned the WELL Health-Safety Rating for our Dubai head office</div><div>Zero fatalities amongst our internal site-based team and subcontractors.</div></div><div></div></div>	<div><div>ECONOMIC</div><div><div>Strong performance after COVID-19 economic impact.</div><div>Annual turnover increased by 63% (compared to last financial year) which is 40% above 5-year average.</div></div><div></div></div>	<div><div>SOCIAL</div><div><div>Face-to-face training returned with a focus on people development.</div><div>67% Leadership team are female.</div><div>Our team increased by 39%</div><div>100% of team vaccinated against COVID-19</div><div>Our Health & Wellbeing programme was reactivated.</div></div><div></div></div>	<div><div>ENVIRONMENT</div><div><div>We reduced our office energy use and GHG emissions per person by 17%</div><div>We diverted 65 tonnes of our project waste from landfill through reuse/recycling.</div></div><div></div></div>
	<div><div>HUMAN RIGHTS</div><div><div>Mandatory Human Trafficking training for all office-based employees completed.</div><div>2 external third-parties audits conducted to evaluate our site workers human rights, as part of tenders.</div></div><div></div></div>	<div><div>COMMUNITY</div><div><div>Our communication and health and safety signs were upgraded on our project sites to include 3 languages for our community (English, Arabic & Hindi).</div></div><div></div></div>	<div><div>TRANSPARENCY & ANTI-CORRUPTION</div><div><div>Zero count of operational risks related to corruption or incidents of corruption.</div></div><div></div></div>

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MESSAGE FROM OUR MANAGING DIRECTOR [GRI 102-14]

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Why is sustainability important to Summertown Interiors?

For more than twenty years our commitment to create new commercial interior spaces in an environmentally friendly and sustainable way has been critical in enabling us to serve our customers, society, and the planet. Our customers increasingly require accredited, sustainable fit out and design and build interior solutions for their workspaces. By delivering these solutions we create additional value for our customers – both by optimising resources used during fit out and reducing on-going operational costs.

Our team is highly talented and passionate about sustainability, and they tell us that our reputation as a sustainability leader is an important factor in their choosing to work here. We know this will continue to be important to future generations of employees.

Summertown’s sustainability strategy

Our sustainability strategy is centred on what our stakeholders have told us matters most to them. It is very simple and focused on our three JOURNEY2030 goals:

- **100%** of our projects will meet external sustainability accreditations
- **Zero waste** to landfill from our offices and our client sites
- **Improved workplace happiness** and **wellbeing** with the aim of Summertown continuing to be one of the happiest workplaces.

Through this strategy we contribute to local, regional and global ambitions including the United Arab Emirates (UAE) Vision 2021, Green Agenda 2030 and Happiness Charter, Dubai 2040 Urban Master Plan and the United Nation’s Sustainable Development Goals (SDGs).

At Summertown, our sustainability DNA is empirical to everything we do. For employees, it is embedded throughout their time with us. From the recruitment stage we aim to employ talented people that align with our sustainability culture. Our training programmes focus on ensuring our projects are done sustainably, and we offer free LEED (Leadership in Energy and Environmental Design) certified level certification to clients with projects over 2,000m².

The key trends influencing Summertown and its strategy

We foresee regulatory changes in the United Arab Emirates (UAE) will change the way that companies have to approach sustainable development. This is due to the UAE Net Zero by 2050 strategic initiative and also the UAE being selected to host the 28th session of the Conference of the Parties (COP28) in 2023. This changing landscape is also reflected in the Dubai 2040 Urban Master Plan, which focuses on enhancing people’s happiness and quality of life. As such, health and wellbeing is a focus of Summertown’s mission.



Our team is highly talented and passionate about sustainability, and they tell us that our reputation as a sustainability leader is an important factor in their choosing to work here. We know this will continue to be important to future generations of employees.

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Summertown's important achievements in the past year

Like many other companies in our industry, we have spent the last 12 months 'building back better' following the economic impact of COVID-19 on our business. We also used this time as a change-catalyst to make our operations more streamlined and identify new ways of working and ensure we have the right people onboard. We used this momentum to push through changes that may not have been possible without the pandemic.

Due to global supply chain issues, we have had to navigate numerous challenges across our projects. Transparent communication with our clients has been critical in managing expectations. We also increased our focus on Health, Safety and Environment (HSE) on project sites with the appointment of our new HSE Manager.

To ensure we identify the key issues with the highest impact to our business and stakeholders, we conducted a sustainability materiality refresh based on external and internal stakeholder engagement. As part of this analysis, 18 material topics were identified as material to the business both in terms of stakeholders concerns and impacts of the business. Our sustainability committee and corporate team subsequently consolidated the material topics into 7 priority groupings: Economic, Sustainable Projects, Environment, Social, Human Rights, Community, and Transparency and Anti-Corruption.

In the last quarter of our financial year we recruited a new Human Resources Business Partner who has already made our employee wellbeing and professional development a priority and set a clear people sustainability strategy for our coming year. This includes our site workers, with whom we have been able to adopt some of our office-based health and wellbeing initiatives, such as sports activities.

We were delighted to achieve the WELL Health-Safety Rating for our own Dubai head office in late 2021, demonstrating our commitment to providing the highest standards of health and wellbeing for our people, clients, and suppliers.

We are continuing our digitalisation by moving our ISO and quality management processes onto the cloud in autumn 2022. This will increase our efficiency and reduce paper usage.

Priorities for sustainable development

Due to COVID-19, our progress on our sustainability objectives has not been as quick as we would have all liked. We endeavour to use the momentum from the company restructuring in the past year to accelerate our progress. These are my priorities to ensure sustainable development at Summertown:

Short-term

- » **People** - Training our employees so that we can continue to implement sustainable practices for clients.
- » **Waste** - Participate in the [2022 Living Business Programme](#) in partnership with HSBC, in the endeavour to find solutions for our waste recycling and reuse goals, specifically concrete and gypsum. This will be a large step towards achieving our 'Zero Waste' JOURNEY2030 goal.

Challenges facing us all

Looking ahead, the main challenge will be the impact of the current global economic picture. Due to the unpredictable nature of the economy, it is difficult to know exactly what problems we will face. However, we believe that these economic issues will accelerate sustainable development significantly and companies will need to make their workplaces healthier and more sustainable.

We aim to provide the best sustainable fit out solutions available to meet our clients' new workplace needs. As regulation increases, I believe sustainability will be even more critical for Summertown and our future business. The focus of our year ahead will be to recover from the COVID-19 pandemic and to continue to deliver on our JOURNEY2030 ambitions.



Marcos Bish
Managing Director

WHO WE ARE

[GRI 101-1, GRI 102-2, GRI 102-3, GRI 102-4, GRI 102-5,
GRI 102-6, GRI 102-8, GRI 102-13]

Summertown Interiors is an interior contractor specialising in delivering commercial office, healthcare and education interior fit out projects for global Fortune 500 companies, government authorities and local businesses in the United Arab Emirates.

Summertown Interior’s primary services include:

- **Fit out:** Interior fit out projects as documented by a contract awarded through competitive tender process or single source. We work alongside Architects, Designers and Project Managers to deliver high-quality interior fit outs
- **Design and build:** A contracted design and build service that can include existing designs or designed in-house with external partners.

OWNERSHIP, LOCATION, MARKETS SERVED AND SCALE

- Summertown is a privately held company that serves the United Arab Emirates. It mainly serves the commercial office, healthcare, and education sectors. There have been no significant, recent changes to the legal structure of Summertown Interiors or to its operations or supply chain.
- Summertown’s headquarter offices are in Jebel Ali, Dubai, UAE. Address: Street N204, Building #4, Jebel Ali Free Zone, Dubai, UAE
- The second office is in Abu Dhabi. Address: PO Box 43530, Abu Dhabi, UAE

OUR PEOPLE

One of our most important stakeholder groups is our employees. We currently employ a total of 129 people. This includes site and office-based employees. To find out more about our employees, see the Social section later in this report (pages 33-40). To find out more about our stakeholders, see the Stakeholders section later in this report (pages 50-51).

TRADE ASSOCIATION MEMBERSHIPS

Summertown is a member of the following industry groups or governmental bodies:

- Dubai Chamber of Commerce
- Dubai Chamber of Commerce Sustainability Network
- Netherlands Business Council
- U.S. Green Building Council (USGBC)



WHO WE ARE

[GRI 102-16]

VISION, MISSION AND VALUES

Vision

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

Mission

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



Achieve their environmental goals, improving energy, water and resource efficiency for buildings



Create inspiring workplaces to enhance employee health and happiness



Deliver operational savings, increasing building value and decrease utility costs

Vision

Mission

Values

Values



Quality - devotion and attention to consistency and detail



Socially responsible organisation - employee friendly and implementing sustainable business practices



Continuous improvement in everything we do, never being satisfied



Diversity - opportunity to achieve based on merit. Equal job and career opportunities regardless of religion, race, gender, or nationality



Effectiveness and efficiency - prioritising, and doing things well

APPROACH TO SUSTAINABILITY

[GRI 102-11, GRI 102-12, GRI 102-14, GRI 102-18]

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INTEGRATED INTO OUR BUSINESS STRATEGY, ETHICS, AND GOVERNANCE

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

This includes:

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

Summertown applies the precautionary principle and set its own three JOURNEY2030 sustainability goals in 2019, which underpin our sustainability strategy.

Our JOURNEY2030 sustainability goals are aligned to the [UN Sustainable Development Goals \(SDGs\)](#) where we believe we can have the most impact on key global sustainability challenges.

Summertown's main impacts are:

- The positive economic, environmental, and social impact of improving existing commercial office and workspaces.
- Our role as a fair employer and ensuring the health, safety, wellbeing, human rights, and development of all our employees and subcontractors, including those in our offices and on client project sites.
- The potentially adverse environmental impact related to the use of resources and the GHG emissions and waste generated from our activities on client project sites and in our offices.
- The wider impact of our presence in our local community and our role as thought-leaders on sustainable interiors and design.

GOVERNANCE STRUCTURE

Summertown Interiors is led by Managing Director, Marcos Bish. Our sustainability strategy is governed by the Summertown Corporate Team which comprises Marcos and senior representatives from the Finance, Project Operations, Human Resources, Marketing and Commercial departments.



JOURNEY 2030 GOALS

[GRI 102-12]

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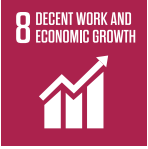

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3 GOALS THAT UNDERPIN OUR SUSTAINABILITY STRATEGY

In 2019 we reviewed our sustainability strategy to guide our approach towards 2030. From this we set three JOURNEY2030 goals based on the areas where we believe we can have the most impact on key global sustainability challenges and UAE targets that underpin our sustainability strategy.

We strongly believe that a company cannot be sustainable unless employees at all levels share this vision and are committed to achieving it.

UN SUSTAINABLE DEVELOPMENT GOAL	UAE TARGETS	SUMMERTOWN JOURNEY2030	SHORT TERM KPIS
 SDG 13 Take urgent action to combat climate change and its impacts	The UAE Net Zero 2050 strategic initiative that aligns to the Paris Agreement to limit global temperature to 1.5°C compared to pre-industrial levels.	 DELIVER 100% SUSTAINABLE PROJECTS	By 2023 <ul style="list-style-type: none">• All projects have a pre-site visit to identify materials that can be re-used/recycled.• Deliver 3 client workshops per year.• All projects receive free ECO-Sustainable Summertown Interior Certification (ECO SSI).
 SDG 11 Make cities and human settlements inclusive, safe, resilient and sustainable	The UAE National Agenda, and the Dubai 2040 Urban Master Plan for sustainable urban development.	 ZERO WASTE	By 2023 <ul style="list-style-type: none">• Reduce the volume being sent to landfill by 30% (based on 2020 baseline).• Find and establish partnerships with three recycling companies (focusing on priority waste streams).
 SDG 8 Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	The UAE National Program for Happiness and Wellbeing, and the National Happiness Charter, stipulates the UAE's commitment to establishing an environment that ensures the happiness and well-being of society.	 IMPROVE WORKPLACE HAPPINESS AND WELLBEING	By 2023 <ul style="list-style-type: none">• Our offices to be recognised by an external third party as a 'best place to work'.• Measure the impact of completed workplace fit outs on client employees.

MATERIALITY

[GRI 102-40, GRI 102-41, GRI 102-42, GRI 102-43, GRI 102-44]

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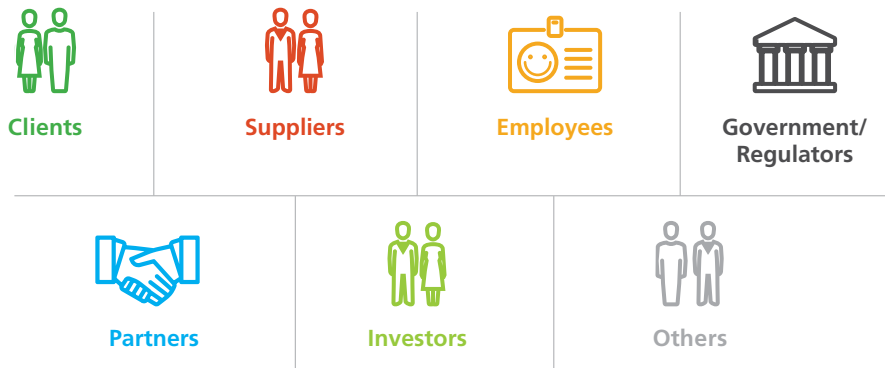
HOW WE IDENTIFY AND PRIORITISE MATERIAL ISSUES

To ensure we identify the key issues with the highest impact to our business and stakeholders during December 2021 to March 2022, we conducted a sustainability materiality refresh based on external and internal stakeholder engagement (last conducted in 2013). This was informed by the GRI sector guide for building and construction, internal engagement as well as external engagement.

Summertown has a wide range of stakeholders which have been identified by Summertown’s management and by specific stakeholder mapping exercises.

Employees, Clients, Investors, Partners and Suppliers were the stakeholder groups that raised each of the key topics and concerns. Stakeholders were identified by nature of our business, our regional footprint, client needs, government regulations, and sustainability goals. Note that employee associations such as unions and collective bargaining are not present in the UAE.

Our stakeholder groups are:



For more detail on our engagement with stakeholders, please see the Stakeholder Table on pages 50-51.



MATERIALITY

[GRI 102-46,GRI 102-47, GRI 102-49]

As part of this analysis, 18 material topics were identified by the senior management team as material to the business both in terms of stakeholders concerns and impacts of the business. The sustainability committee subsequently consolidated them into 7 groupings (topics). These were:



[For full details of the 18 material topics, please see our GRI Index](#)
– separate document.

ECONOMIC



Building a
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ECONOMIC



Building a sustainable economic future [GRI 201-1]

WHY IT MATTERS [GRI 103-1]

It is imperative that we remain a viable business with sustainable financial returns for all our stakeholders.

Globally, buildings are responsible for 39% of global greenhouse gas (GHG) emissions. With energy demand anticipated to increase 50% by 2050 there is an urgent need to transform the built environment to make it healthier and sustainable. Making cities safe, resilient and sustainable is a global and regional priority as captured in UN SDG 11 and is one of the six pillars of the UAE National Agenda, and the [Dubai 2040 Urban Master Plan](#), the future map for sustainable urban development, launched in March 2021.

MANAGEMENT APPROACH [GRI 103-2]

Our Corporate Team continuously monitor our economic performance and implement strategies that optimize the company’s performance and strengthen its economic position for all our stakeholders.

As Summertown is a small privately held company (employing 129 people) thus revenue, operating costs, direct economic value generated, and economic value distributed are not disclosed. Our financial reports are audited by an external globally renowned independent audit firm on an annual basis in accordance with IFRS (International Financial Reporting Standards), UAE and Jebel Ali Free Zone (JAFZA) regulations.

PERFORMANCE

We had strong financial performance after the economic impact of COVID-19 on our turnover last year. This financial year 2021-2022 our annual turnover increased by 63% (compared to last financial year) which is 40% above the 5-year average.

EVALUATION [GRI 103-3]

As stated in our management approach, our financial reports are prepared annually, and our finance team evaluates monthly our financial health which is shared with the Managing Director and corporate team.

Looking ahead our finance team will lead the implementation of the National In-Country Value (ICV) Program and attain Summertown’s ICV certification in 2022-23 financial year. The National In-Country Value (ICV) Program is a UAE government program that aims to boost economic performance and support local industries. ICV is a voluntary certification, however we recognize that ICV is a part of a long-term economic and procurement strategy that supports our economic sustainability and the community we operate within.

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Encompasses responsible procurement, waste and circularity, certification, regulations, technology and health, safety & environment [GRI 417-1]



DELIVERY OF SUSTAINABLE PROJECTS

WHY IT MATTERS [GRI 103-1]

Commercial office and healthcare fit outs can have a significant environmental impact, with increased demand for natural resources (e.g. new materials) and pollution associated with its disposal and treatment of the waste generated.

Making our cities safe, resilient and sustainable is a global and regional priority as captured in the UN SDG11, coupled with the UN SDG 12 goal to ensure sustainable consumption and production patterns.

MANAGEMENT APPROACH [GRI 103-2]

We set an ambitious **JOURNEY2030** goal to ‘**deliver 100% sustainable projects**’ which proposes that 100% of our projects will meet externally accredited green/sustainability standards by 2030 (see page 10). This goal was set to ensure we continuously develop and embed new policies and processes that help us reduce our impact on the environment and provide sustainable interiors for our clients. Our stakeholders, as we do, believe sustainable interiors have environmental, social and economic benefits.

Through the delivery of sustainable interior solutions, we believe we can contribute to building more sustainable workplaces. In 2019 we introduced free LEED certified level certification to our clients with projects over 2,000sqm, this aims to achieve:

- Greater client awareness at the tender stage
- Clients to request higher level certification
- Achieve more externally certified sustainable interiors
- Raise industry benchmark.

We also have our own minimum environmental standards applied to all projects regardless of size. This includes targets for project waste as part of JOURNEY2030 goals (Zero Waste by 2030).

PERFORMANCE

FY 2021-22, 4 projects met externally accredited sustainability standards [GRI 103-3]

	2019-20	2020-21	2021-22	2030 goal
Percentage of our projects meeting externally accredited sustainability standards [by revenue]	29%	26%	27%	100%
Number of projects which met externally accredited sustainability standards	4	3	4	all

This year we also introduced Matterport scanning technology to our projects (see page 24 case study). This new technology has enabled our clients to view weekly progress online (reducing travel to sites and our carbon footprint).

2023 KPIs

JOURNEY2030 goal	Short-Term KPIs	Progress
DELIVERY 100% SUSTAINABLE PROJECTS BY 2030	2023 For all projects our teams will undertake a ‘pre-project site visit’ to identify materials that can be re-used/recycled (‘Green shopping list’). Our teams will deliver 3 client workshops on sustainable office space and fit out per year.	In progress

EVALUATION [GRI 103-3]

The percentage of sustainable projects we deliver are currently being measured by the number of externally certified projects (e.g. LEED) - external evaluation approach. Internally we also measure the procurement of sustainable materials and waste used on each project, with specific targets aimed at achieving the overall goal of delivering 100% sustainable projects.

In the coming year we will finalise our ECO-SSI certification (ECO- Sustainable Summertown Interiors).

SUSTAINABLE PROJECTS



PROCUREMENT PRACTICES

[GRI 301-1, GRI 301-2, GRI 303-3, GRI 204-1]

WHY IT MATTERS [GRI 103-1]

We recognise that one of our biggest impacts relates to the resources and materials we buy for our clients and our own operations. Our clients look to us to ensure that the materials we procure for our projects are responsibly procured and meet sustainability requirements.

The UAE national sustainable consumption and production plan framework (2019-2030) sets out four priority areas:

1. Green infrastructure
2. Sustainable public procurement
3. Sustainable manufacturing
4. Sustainable food production and consumption.

MANAGEMENT APPROACH [GRI 103-2]

Our JOURNEY2030 goal to 'Deliver 100% Sustainable Projects' requires sustainable procurement. We set annual targets for sustainable purchasing for both our office procurement and the procurement of materials for our client projects.

In coordination with the design department wherever possible we select materials with green credentials preferably available locally. It is key for us to ensure that compliance documentation related to sustainability are requested and obtained for products from suppliers at the initial stage of the project.

Sustainable purchasing

- Our Procurement team source products and services through a detailed Bill of Quantity, which has been compiled referring to design specifications and drawings. Materials are sourced by raising Material Request Forms referring to the design specifications, drawings and quantities required on the project.
- Products that have potential to impact the environment and/or staff are identified prior to delivery through material specification forms and material inspection forms. Hazardous or chemical materials are stored separately under lock and key.
- Method Statements with Product codes / manual along with Risk Assessments are submitted to Project Managers and our HSE Manager for review and approval prior to delivery and installation.

PERFORMANCE

		2019-20	2020-21	2021-22	2022-23 Target
Our clients-sustainable products (%)	Target	42	47	49	50
	Achieved	44.6	47.5	49	
Our offices-sustainable products (%)	Target	88	88	88	88
	Achieved	90.4	87	74	

Unfortunately, we were not able to achieve the target of 88% for office purchasing, which is mainly attributed to the following purchases:

- non-eco-friendly cleaning products for COVID prevention
- office stationery
- durable goods purchases increased with the addition of new employees and replacement of old with higher specification computers.

We are pleased to report that we achieved the target of 49% for project purchasing.

EVALUATION [GRI 103-3]

By consistently tracking the percentage of sustainable procurement for all projects we can evaluate our progress towards our targets annually.

Our key areas of focus for the year ahead are:

- Concentrate on the procurement of AV/IT/FLS/BMS/Security Systems
- Increase office sustainability purchasing percentage back to 88%
- Identifying more locally manufactured / available materials.

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LEED AND WELL CERTIFICATIONS

WHY IT MATTERS [GRI 103-1]

Delivering sustainable projects is key to reducing our environmental impact and alignment with UN SDG11 and SDG13.

The main external third-party sustainable rating/standards used in the UAE for measurement that we adopt are:

- [LEED \(Leadership in Energy and Environmental Design\)](#) is the most widely used green building rating system in the world, developed by the non-profit U.S. Green Building Council (USGBC).
- WELL ([WELL Building Standard](#)) developed by The International WELL Building Institute™ (IWBI)
- Estidama Pearl Building Rating System (PBRs) is the green rating system developed by the Abu Dhabi Urban Planning Council as part of their sustainable development initiative, [Estidama](#).

MANAGEMENT APPROACH [GRI 103-2]

We were the first in our industry in the UAE to achieve LEED Gold certification for our own office interiors in 2009, and LEED EBOM Gold certification for existing building operations and maintenance (EBOM) in 2016. We strongly believe LEED has delivered tangible operational savings in addition to a sustainable workplace for our people.

In 2019 we set a goal to deliver 100% sustainable projects that meet externally accredited green/sustainability standards by 2030, which is one of our three JOURNEY2030 sustainability goals.

To help enable this goal, all our projects larger than 2,000sqm receive a free LEED, certified level certification. If clients wish to pursue a higher-level LEED certification (Silver, Gold or Platinum) a fee is charged to cover an external consultant and other related costs.

We encourage all our clients to consider LEED certification for their new workspace and where possible explore the option of WELL certification.

PERFORMANCE

The number of projects which met externally accredited sustainability standards = 4 in 2021-22

- 27% of all projects (by revenue) delivered in 2021-22 met/aiming to meet externally accredited sustainability standards.
- In November 2021 we achieved our target and earned the WELL Health-Safety Rating for our Dubai head office in JAFZA – one of the first private sector businesses in the region to achieve the seal (see page 19 for more information).¹

EVALUATION [GRI 103-3]

In the coming year we are working to deliver a project in Abu Dhabi that is aiming for Estidama Pearl Building Rating certification.

¹ <https://www.summertown.ae/well-health-safety-rating-healthier-buildings-wellbeing/>

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CASE STUDY: WELL Health-Safety Rating

In November 2021, we earned the WELL Health-Safety Rating for our Dubai head office – one of the first private sector businesses in the region to achieve the seal.

To achieve the rating we developed new office policies to improve our existing cleaning and sanitization procedures and updated our emergency preparedness programme, including a comprehensive Business Continuity Plan and IT disaster recovery plan. The team also revised our employee health and wellbeing policies to include more flexible working opportunities, promotion of flu and COVID-19 vaccines, sick leave, and discouraging smoking. Upon the successful completion of a third-party documentation review by GBCI to confirm we met the feature-specific intents and requirements we were awarded the WELL Health-Safety Rating.

The certification further demonstrates Summertown’s commitment to providing the highest standards of health and wellbeing for our people, clients, and suppliers. By supporting more businesses to adopt these practices and achieve certifications like the WELL Health-Safety Rating, we also strive to play a small part in helping the UAE to achieve its sustainability goals and contribute to the achievement of the global SDGs².

What is the WELL Health-Safety Rating?



The WELL Health-Safety Rating provides a framework for organisations to have healthier buildings and improve wellbeing.

Developed by The International WELL Building Institute™ (IWBI), the WELL Health-Safety Rating is an evidence-based, third-party rating verified by the Green Business Certification Inc. (GBCI) for all new and existing building and space types and focuses on operational policies, maintenance protocols, stakeholder engagement, and emergency plans to address a post-COVID-19 environment now and into the future³.

² https://sustainabledevelopment.un.org/content/documents/20161UAE_SDGs_Report_Full_English.pdf

³ <https://www.wellcertified.com/health-safety/>



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WHY THIS RATING MATTERS NOW⁴

Created in response to the COVID-19 pandemic and consisting of operational interventions that can be made to help mitigate its spread across five key themes:



Cleaning and sanitization procedures



Emergency preparedness programs



Stakeholder engagement and communication



Health service resources



Air and water quality management

According to the International Journal of Recent Scientific Research, UAE residents spend 80-95% of their time indoors, to escape the high desert temperatures, underlining the importance of having healthier buildings with good indoor air quality. UAE government entities like Dubai Land Department (DLD) and the Real Estate Regulatory Agency (RERA) have sought the WELL Health-Safety Rating to improve building health, and in turn contributed to an 18 percent increase in the WELL H-S rating adoption in 2021 in the Europe, the Middle East and Africa (EMEA) region⁵.

⁴ <https://a.storyblok.com/f/52232/x/09e73e142f/well-health-safety-rating-overview.pdf>

⁵ International WELL Building Institute, IWBI, the WELL Building Standard, WELL v2, WELL Certified, WELL AP, WELL Portfolio, WELL Portfolio Score, The WELL Conference, We Are WELL, the WELL Community Standard, WELL Health-Safety Rating, WELL Health-Safety Rated, WELL Workforce, WELL and others, and their related logos are trademarks or certification marks of International WELL Building Institute pbc in the United States and other countries.



SUSTAINABLE PROJECTS



REGULATION

WHY IT MATTERS [GRI 103-1]

Regulation that sets clear sustainability standards for commercial interiors and green buildings is what we believe is needed to raise the current benchmark and create economies of scale for sustainable building materials, and waste.

We also believe the construction industry regionally and globally will become more regulated to meet government and business sustainability commitments, which we welcome. According to the [World GBC 2021 Annual Report](#) “Buildings are responsible for almost 40% of global energy-related carbon emissions and 50% of all extracted materials.”

UAE federal and local strategies set clear goals to be more sustainable, including the UAE Vision 2021, the UAE Centennial 2071, and the UAE Energy Strategy 2050, UAE Net Zero by 2050 Strategic Initiative.



The [Dubai 2040 Urban Master Plan](#) launched in March 2021 is a new sustainable urban development plan for Dubai, focusing on enhancing people’s happiness and quality of life

and reinforcing Dubai as a global destination for citizens, residents and visitors over the next 20 years.

As members of the Dubai Chamber Sustainability Network, we use these memberships and other networks to help learn about potential new regulations in our industry, and drive awareness.

UAE to host the 28th session of the Conference of Parties (COP 28) to the UNFCCC (United Nations Framework Convention on Climate Change) in November 2023 which we believe will drive awareness and potentially new sustainability regulations.

MANAGEMENT APPROACH [GRI 103-2]

LEED (an external third-party globally recognized green building standard) is widely used in the UAE for buildings and interiors. [Expo 2020 Dubai \(held October 2021 - March 2022\) is home to 121 LEED-certified buildings](#), underpinning LEED’s prominence in the UAE. We currently adopt this standard on all projects over 2,000sqm. We foresee LEED or a similar external standard may be a potential mandatory standard in the future.

There are two major regulations in Abu Dhabi and Dubai that standardize construction projects to promote sustainability in the UAE, primarily in the real estate sector.

- ABU DHABI: Pearl Building Rating System or Estidama
- DUBAI SUSTAINABILITY PLAN: Green Building Regulation or Al Sa’fat

PERFORMANCE

Summertown adheres to all current commercial building interior regulations, and will follow any changes as they are announced.

EVALUATION [GRI 103-3]

Looking ahead we foresee changes as a result of the UAE’s sustainability commitments under the UAE Net Zero 2050, and Dubai 2040 urban plans.

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TECHNOLOGY

WHY IT MATTERS [GRI 103-1]

Integrating new technology is enabling us to increase productivity and be more efficient in a sustainable manner. Main impacts from new technologies will be on our processes and making remote working easier from our project construction sites.

UAE Vision 2021 aims to transform our economy to be driven by knowledge and innovation through investment in science, technology, and R&D.

MANAGEMENT APPROACH [GRI 103-2]

Streamlining existing and introducing new technology such as, online HR processes and 3D scanning for projects, will improve our business and enable more efficient remote access, which underlines our technology management approach. Adopting new technology also reflects and demonstrates our ‘continuous improvement’ and ‘effectiveness and efficiency’ company values.

Our approach also includes digitalization of most of our processes and forms to enable us to be paperless in our office and on project sites, saving paper and enhancing remote access.

PERFORMANCE

Specific actions and achievements in the past year include:

Technology in our Office

- Our online employee HR App was fully operational in 2021-22 and successfully enabled all our leave and expenses to be lodged and approved online for our office-based employees. The Emirates HR App software also maintains all employee files on the cloud instead of paper.
- Updated our ‘Internal IT System Disaster Recovery Plan’ for our server data, and third-party System/Applications, which forms a major part of our Business Continuity Plan.

Technology on Project Sites

We adopted Matterport scanning technology in July 2021 to capture our projects site. Matterport 3D virtual tours enables our clients and teams to see the project site online without being physically present, enabling faster decisions and reducing unnecessary travel to project sites (see page 24 for more information).

EVALUATION [GRI 103-3]

Our approach to introducing new technology has been successful in increasing productivity and to be more efficient. Looking ahead to next year we have plans to extend our online systems as follows:

Technology Short-Term KPIs	2022-2023
Online HR systems	Implement new online e-learning platform for all employees Investigating the option for all site-based workers to be migrated to the HR App online platform and adding all personnel information
Digitalisation of our quality management system (ISO)	ISO paper forms to be digital and utilize e-signatures on the Circulano platform

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CASE STUDY: Matterport 3D project scanning

In July 2021, we adopted the Matterport platform and scanning technology to capture 3D images of our live project sites to enable 3D virtual walkthroughs for our clients and teams.

Our team quickly learnt how to use the 3D Matterport camera and platform this year, and now scan our large projects on a weekly basis (as a minimum) to ensure the weekly progress is captured and available for our clients and team.

The key benefits are that our clients and team can view the latest 3D scans online without being physically present at the project site, enabling faster decisions and reducing unnecessary travel to project sites, and furthermore supports project progress documentation.

How does it work?

The Matterport platform creates a ‘digital twin’ of a scanned space from 3D camera videos and then stitches the images together using AI technology to create dimensionally accurate 3D models / walkthroughs. The digital twin allows our clients and team to virtually interact online with the space by moving from one position (hotspot) to another. It is one of the most effective tools for connecting people and places to enhance collaboration and accelerate project management.



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HEALTH, SAFETY AND ENVIRONMENT (HSE)

[GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9]

WHY IT MATTERS [GRI 103-1]

Providing a safe and healthy environment for our workforce is of critical importance to Summertown and its stakeholders. We must ensure that all staff and workers within our organization feel safe whilst performing their duties at all times.

The UAE economy continues to expand year on year, requiring the need for a robust labour force filling critical jobs across multiple sectors. To protect the health and safety of the expanding workforce, the UAE continues to establish a stabilized approach for managing Occupation Health and Safety policies, procedures and risks.

MANAGEMENT APPROACH [GRI 103-2]

Our approach to Health, Safety and the Environmental policies and procedures are derived and aligned with the UAE's Occupational Health and Safety Management system national standard whilst also aligning with international standards hence our accreditation of ISO 45001:2018 which is implemented for all our employees, sub-contractors, vendors, clients and partners on our sites and within our office.

- We commit to ensuring all employees return home safely at the end of the working day
- We target goals which include zero fatalities and no lost time from injury (LTI's)
- We have a clear line of responsibility from our trained first aiders within the office and sites. IOSH trained workforce and supervisors and a Health and Safety Manager to oversee the implementation and compliance of our ISO 45001:2018 policies, processes and forms.
- Continual improvement is driven through highlighting Near Misses or Safety Observations which are filled out in a SOS (Safety Observation Slip). Mock drills for fire, injury and emergencies are regularly scheduled by our HSE manager.
- Award initiatives are provided to the workforce monthly by evaluating individual performances and awarding the most improved people.
- During the past year we appointed a new HSE Manager to increase our focus on HSE on project sites, deliver additional training, and reporting.
- HSE is managed by the HSE Committee, chaired by the HSE Manager, together with representatives from across our senior management and project teams.

Our HSE Committee have the following objectives:

- Raise HSE awareness
- Review and amend HSE Quality Management System ISO 45001
- Reduce environmental impact
- Improve HSE performance
- Continuously improve HSE site communication

PERFORMANCE

	2019-20	2020-21	2021-22	2022-23 Target
Target: Lost-time injuries frequency rate (LTIFR)	<0.05	<0.05	<0.05	<0.05
Actual: Lost-time injuries frequency rate (LTIFR)	0.00	0.00	0.00	0.00
Serious or major injury	0	0	1	0
Minor injury	42	23	29	N/A
Property damage	1	0	0	0
Near misses	66	76	308	N/A

The near misses recorded increased due to the higher number of projects delivered, and the renewed focus on reporting.

[Further data can be found in the GRI index.](#)

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EVALUATION [GRI 103-3]

The monthly Summertown HSE Committee evaluates effectiveness of policies and procedures:

- HSE Statistics are kept daily through a Master Data Tracker on all projects and compiled into a Monthly Report issued by our HSE Manager. The HSE committee then review, assess and provide improvement actions where and when needed.
- Continual improvement is provided through raising Material Requests Forms (MRF) for additional equipment (first aid boxes, scaffolding, PPE) whilst IOR (Improvement Opportunity Request) forms are prepared, logged and submitted for management review and approval on improving the current policies, processes or forms.
- Continual improvement is driven through highlighting Near Misses or Safety Observations which are filled out in a SOS (Safety Observation Slip).

ENVIRONMENT



Encompasses waste and circularity, climate change, and water

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Encompasses waste
and circularity, climate
change, and water

Environment covers our performance across all aspects of environment, however our JOURNEY2030 goal focuses on waste. This is because we believe it is indicative of how sustainable our business is.



WASTE AND CIRCULARITY
[GRI 306-2, 306-5]

WHY IT MATTERS [GRI 103-1]

The average UAE resident generates about 2.7 kilograms of waste every day, according to 2016 figures from Dubai Carbon. Out of total solid wastes generated in the UAE, the construction and demolition wastes (C&D wastes) account for 70% of the total weight of solid wastes. The emirate of Abu Dhabi within the UAE had 11.2 million tonnes of total solid waste recorded in 2019.

How we dispose of our waste directly impacts not only the environment but represents key costs to our business which will increase with future resource scarcity and regulation. Our reporting boundary is within the UAE including upstream and downstream impacts from projects (operations). The impacts occur mainly at project sites (with minor levels of waste from our office). The organisations involved are the client and government (waste management systems).

MANAGEMENT APPROACH [GRI 103-2]

Our JOURNEY2030 goal is for **ZERO waste to landfill (office and project waste)**.

We are also aligned to global and regional waste and circularity goals:

- UN SDG 12 - Ensure sustainable consumption and production patterns
- Dubai's zero-waste-by-2030

PROJECT SITE WASTE

To fulfil and meet our targets we have set up a PROJECT WASTE process:



We start by segregating and recording our project waste on site by material type. All waste is segregated on site (Wood/Plastic/Metal/Glass/Cardboard/General).



General waste is carefully placed into skips and taken away to landfill.



All other segregated materials are re-cycled and reused.



Once waste is collected by our recycle partners, they issue us a certificate with the tonnage recycled. This is recorded in our master waste data files.



Revenue generated by selling waste materials, such as scrap metal, is invested back into project waste management. For example, we use the revenue to pay for glass recycling fees.

We have set up partnerships with local private and government agencies for recycling and re-using our waste. Within the Dubai Emirate we partner with the Enviroserve recycling factory located within Dubai Industrial City, and within Abu Dhabi Emirate we partner with Tadweer. We have an agreed process with our recycling partners on the identification, segregation, loading and unloading of our waste.

By implementing these key partnerships with waste recycling facilities, we have been able to improve both our efficiency with waste segregation and ensure economical solutions to waste disposal.

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Office Waste

Our approach to managing office waste is based on monitoring and identifying areas we can improve. We closely track our waste and adopt the following waste management processes:

- We segregate our waste by material at source with dedicated bins in the pantry and printer rooms (no bins under desks), and record how much is sent to landfill, recycled and composted.
- Daily measurement of landfill waste and weekly for recycling waste to ensure we can record by material and how much is sent to landfill, recycled and composted.
- We have our own office Aerobin to compost organic waste (food, garden waste).
- A paperless office is one of our goals to reduce waste, and we approach this by using a shared server to share documents, printing double sided to reduce paper and using friendly “think before you print” messages on emails.

PERFORMANCE [GRI 306-2, 306-5]



Project Site Waste

731,153kg is the total waste disposal for the calendar year and 64,970kg is the total waste recycled for the calendar year; Zero hazardous waste generated.

Waste from projects delivered which meet externally accredited sustainability standards.

Project Waste	2021-22	2022-23	2024-25	2029-30
Target (based on volume of total project waste in tonnes diverted from landfill)	20%	30%	50%	100% (Zero Waste our JOURNEY2030 Target)
Performance (volume of total project waste in tonnes diverted from landfill)	9%	-	-	-

Project Waste	2019-20	2020-21	2021-22
Volume of project waste generated on project sites (tonnes)	158	207	731
Volume of waste diverted from landfill through reuse or recycling (tonnes)	47	19	65
Re-sale of waste income generated (AED)	14,000	6,000	94,956.97

Office Waste

Dubai Office	2019-20	2020-21	2021-22	2030
Total waste (kg)	1,126.4	673.2	1,070.7	ZERO waste to landfill - our JOURNEY2030 goal
Waste to landfill (kg)	279	204.8	287.2	
Recycled (kg)	847.4	468.4	783.5	
Composted (kg)	1,200	1,600	2,000	

We do not include our compost waste (kg) number in the total waste (kg) figure, because we encourage our employees to bring food waste from home to compost for our office garden.

This year we continued our annual e-waste sustainability initiative, which is not about the volume collected, but about our efforts to avoid such waste ending up in the landfill and create awareness. E-waste collection = 275.64kg (office e-waste and from employee’s homes).

EVALUATION [GRI 103-3]

Project waste is evaluated by our HSE committee, and they assess and provide improvement actions where and when needed. Statistics are kept daily through a Master Data Tracker on all projects and compiled into a Monthly Report issued by our HSE Manager.

Looking forward we aim for 30% of our project waste to be re-used or recycled next year, and 50% by 2025. To achieve this we will:

- Continue exploring new ways to recycle and reuse our waste (every interior project has different amounts of waste)
- We have set a goal to find new partnerships with waste recycling vendors specifically for concrete and gypsum waste from project sites which we plan to accelerate by joining the Living Business programme, sponsored by HSBC
- A renewed focus on procuring materials that are easily recycled or can be reused on another project.

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CLIMATE CHANGE

[GRI 305-1, 305-2]

WHY IT MATTERS [GRI 103-1]

The UN Intergovernmental Panel on Climate Change (IPCC) concludes that the world (including business) needs to reach ‘net zero’ emissions as soon as possible to stop contributing to climate change.

The [UAE Net Zero 2050](#) strategic initiative aligns with the Paris Agreement, which calls on countries to prepare long-term strategies to reduce greenhouse gas (GHG) emissions and limit the rise in global temperature to 1.5°C compared to pre-industrial levels.

- Dubai Clean Energy Strategy 2050 is set to ensure 75% of Dubai’s energy from clean energy sources by 2050.
- Our use of energy is mainly used at Dubai head office for cooling and lighting.

MANAGEMENT APPROACH [GRI 103-2]

We are committed to reducing our impact on climate change both in our office and on our project sites. We have annual targets and monitor our energy usage at both our office and projects sites.

Post-COVID-19 we have introduced our remote working policy (hybrid system), which impacts the number of employees that come to the office each day. We have 70% of permanent employees seats and hot desks in the office which reduces our impact (energy & travel to office).

We follow LEED energy reduction practices embedded into our business from the LEED and LEED EBOM certification process in our Dubai head office.

CASE STUDY: Our Dubai head office

- We do not switch on main office ceiling lights until night-time.
- Whole office is designed so every desk has access to direct natural light, and desk lamps (to avoid having all ceiling lights constantly switched on).
- Switch off A/C when office is not occupied.
- Dedicated car park spaces for car-pool vehicles, and some employees car-pool regularly to our office and project sites.
- At least 6 employees use commuter bus daily to reach the office.
- 2 x dedicated electric vehicle car park spaces with charger and we had 2 x electric vehicles use it during the year. We encourage employees to purchase EVs once more readily available.



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PERFORMANCE

We have annual targets to reduce energy and GHG emissions in our office. CO₂ emission information figures are provided by Dubai Electricity and Water Authority (DEWA).



Office Energy consumption [GRI 302-1, GRI 302-2, GRI 302-4]

Energy Consumption increased due to headcount increase during the year and also a return to the office following COVID-19 working from home restrictions.

DUBAI OFFICE	2019-20	2020-21	2021-22	2022-23 TARGET
Total energy consumption (kWh)	129,200	122,080	137,440	142,896
Energy intensity (kWh per person)	2,189	2,713	2,453	2,133



Office Greenhouse gases (Scope 1 & 2) [GRI 305-1, GRI 305-2] ([see seperate GRI Index for details](#))

2022-23 FY TARGET CO₂ Consumption (CO₂/Kg per person) = 867 (12% reduction on last FY which includes a significant increase in employees in the office)

DUBAI OFFICE	2019-20	2020-21	2021-22	2022-23 TARGET
GHG emissions (kg CO ₂ e)	56,854	53,721	55,870	58,105
GHG emissions intensity (kg CO ₂ e per person)	964	1,194	989	867

EVALUATION [GRI 103-3]

- Comparing on a weekly basis the consumption in an Excel sheet for water, electricity general waste and recycling waste.
- The remote working policy was introduced this year to firstly reduce the need to increase the office space as a result of headcount increase and company growth, and secondly reduce the number of employees travelling to the office.
- We believe more government regulations will be introduced to reach the Net Zero 2050 goal, which is likely to impact our business and management approach in the future.



ENVIRONMENT



WATER

[GRI 303-1, 303-3]

WHY IT MATTERS [GRI 103-1]

Water is a scarce resource globally and particularly in this region. [Rainfall is sparse and inconsistent in the UAE, it averages between 140 – 200 mm of rainfall per year](#), with some mountainous areas experiencing up to 350 mm/year. The UAE Water Security Strategy 2036⁶ aims to reduce average consumption per capita by half as well as focus on sustainable practices.

All water supplied to our office is from municipal water supplies by Dubai Electricity and Water Authority (DEWA). DEWA has a sustainability goal to have “100% of desalinated water to be provided by clean energy and waste heat by 2030”.

MANAGEMENT APPROACH [GRI 103-2]

Our water consumption has been monitored since 2012 in our office, and our people are conscious to the fact that water is a scarce resource and to be used wisely.

Key consumption and water management practices in our office

- Low flow taps reduce water consumption
- Quooker water filter tap in pantries
- Dishwasher (reduced manual washing)
- External 3rd party annual water quality tests and regular water tank sanitation
- Signages placed to create awareness to reduce consumption
- Culture to discourage use of plastic water bottles
- Any rainfall or air conditioner run off from the office roof is piped to water the office garden
- Office garden water at night via irrigation
- 1 Litre flush sensor based urinals.

Project Site water measurement and procedures

- Daily measurement on project sites.
- Water meters are connected to all project sites during construction to measure consumption and provide a mechanism to alert us if there is a leak.

PERFORMANCE [GRI 103-3]

Dubai Office	2019-20	2020-21	2021-22	2022-23 TARGET
Water consumption (m³)	877	889	818	851
Water intensity consumption (m³ per person)	14.8	19.8	15	13

Water initiatives in 2021-22 include:

- Additional criteria added to external 3rd party annual tap water quality tests to meet new WELL H&S rating in this year
- Reusable drinking water bottles will be given to all employees to reduce waste and create awareness and align with ‘Dubai Can’ water bottles initiative in 2022

EVALUATION

Our approach to managing our office water is led and monitored by our Quality Manager, who reports the performance to our management team and sustainability committee in our regular meetings where we evaluate the performance and effectiveness of our management approach to water.

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⁶ <https://u.ae/en/about-the-uae/strategies-initiatives-and-awards/federal-governments-strategies-and-plans/the-uae-water-security-strategy-2036>

SOCIAL



Encompasses our people, diversity and equal opportunity, employee health & wellbeing, education & training, forced or compulsory labour, and sustainability DNA

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PEOPLE

Our people are at the heart of our business, and our success depends on them. We currently employ a total of 129 people (+39% increase from 2020-21) this includes site and office-based employees. We set an ambitious JOURNEY2030 goal to **'improve workplace happiness and wellbeing'** which underpins our people strategy (see page 10).

Our approach to our people is realized through four key areas and identified as material issues:

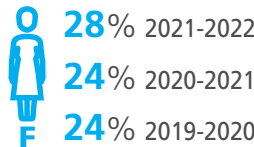
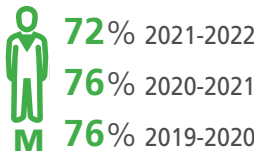


PERFORMANCE [GRI 102-8, 401-1, 405-1]

Our people

GENDER

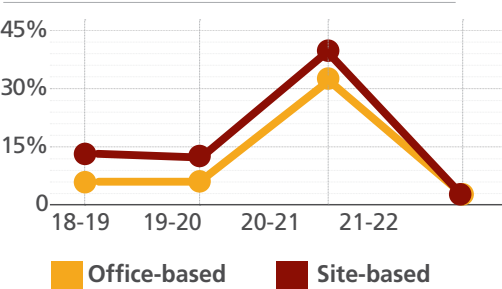
Office Employees



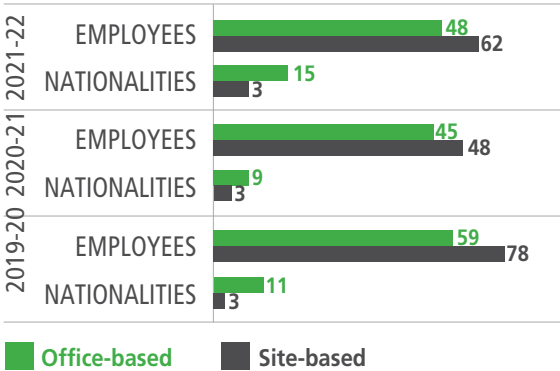
On-site Employees



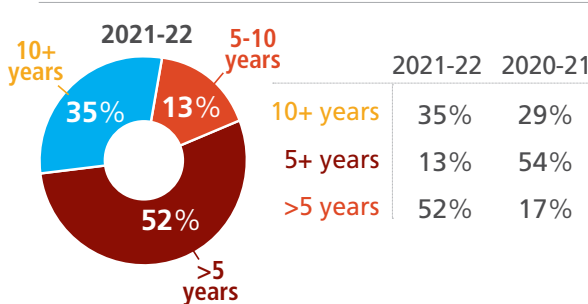
TURNOVER RATE



NUMBER OF EMPLOYEES & NATIONALITIES



OFFICE EMPLOYEES LONGEVITY⁷



⁷ Refer to tables on page 35 for more information

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DIVERSITY AND EQUAL OPPORTUNITY [GRI 405-1]

WHY IT MATTERS [GRI 103-1]

Summertown’s core values articulate Diversity as an opportunity to achieve based on merit. Equal job and career opportunities regardless of religion, race, gender, or nationality. Diverse and inclusive workplaces earn deeper trust and more commitment from their employees. The benefits both commercially and from an ethics perspective add enhanced value to an organisation, to bring new perspectives and reduce conscious bias.

MANAGEMENT APPROACH [GRI 103-2]

Measuring nationality, gender, age is conducted on a regular basis by HR and our management team in conjunction with our policies and recruitment.

- **Policies:** Code of conduct; Employee Handbook; Policy on Haj leave and Ramadan timings, grievance policy supports any dissatisfaction in this area.
- **Recruitment:** A systematic approach to recruitment is conducted via the interview questions and candidates are benchmarked in a consistent way. A diverse pool of candidates has been mandated from recruitment agencies to ensure we have a diverse pool of candidates to interview. Additionally seeking more females has been a key area of focus.

All of our practices and processes align to the Jebel Ali Free zone rules 2020 and the UAE MOHRE labour law and are evaluated upon any new laws or regulations.

Table 1.1 (see page 34 for more details)

Percentage of individuals within the organization’s governance bodies in each of the following diversity categories:

Other indicators of diversity where relevant (such as minority or vulnerable groups).	0% People of Determination / neurological differences / Physical challenges
---	---

Table 1.2 (see page 34 for more details)

Percentage of employees per employee category in each of the following diversity categories:

Other indicators of diversity where relevant (such as minority or vulnerable groups).	13 Nationalities Leadership Team - 67% are Female
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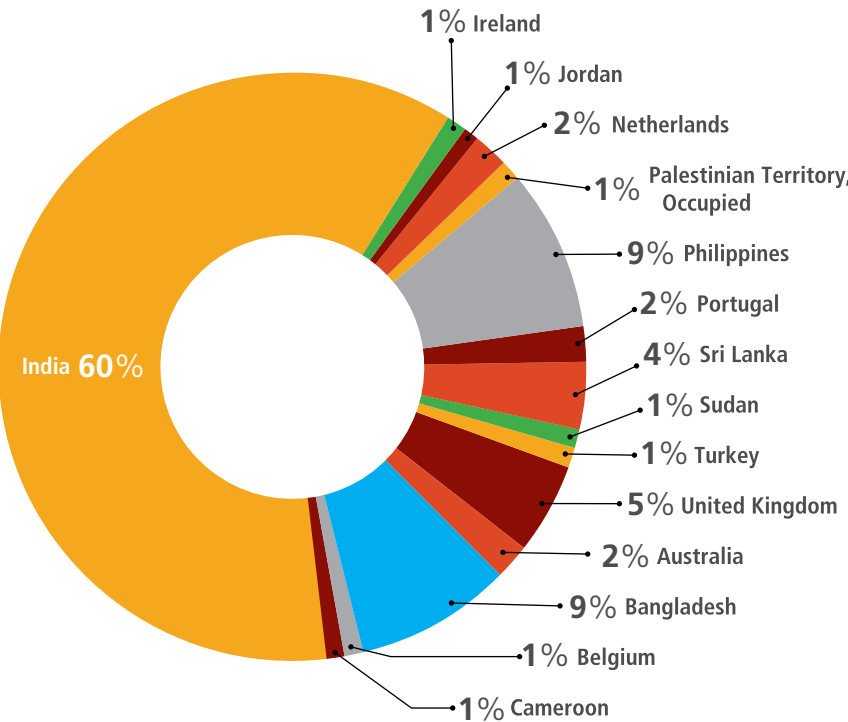
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From 1 April 2021 – 31 March 2022 the number of nationalities increased from 9 to 15 and created more diversity in the teams.

Workforce composition by nationality including workers [GRI 405-1]



Specific Actions:

- Job Evaluation and grading to ensure equal pay for all – Feb/March 2022.
- Calibration: implemented as part of performance review to increase meritocracy in performance ratings.
- Pay review conducted in light of performance appraisal, calibration, and job grading to ensure internal and external competitive salaries were being offered. Where salaries were deemed to be below the market range, increments were added accordingly.
- Post the engagement survey, feedback highlighted recognition to be a key area. As a result a job evaluation and grading exercise was conducted in February & March 2022 by an external consultant. This enabled the job to be evaluated, not the person. All employees were given a grade, and salary adjustment as appropriate to the market.

EVALUATION [GRI 103-3]

The HR team reviews nationality via reporting lines and where possible aims to ensure teams are diverse and adjust the management approach and policies where applicable.

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EMPLOYEE HEALTH AND WELLBEING [GRI 401-1, 401-2, 401-3]

WHY IT MATTERS [GRI 103-1]

The Summertown Health and Wellbeing Program aims to reduce stress, boost morale, promote a healthy lifestyle and improve employee engagement and teamwork. Summertown is committed to supporting the mental health and wellbeing of its employees. As part of our Health and Wellbeing Program, the company invests in a variety of physical, financial, and mental health initiatives that are tailored to the needs of its employees. Employee wellbeing is a critical part of how we support our employees on a day-to-day basis.

MANAGEMENT APPROACH [GRI 103-2]

Our leadership team advocates an annual Health & Wellbeing Programme for both corporate and site-worker employees. Summertown policies that relate to this include an Employee Handbook, Health & Well-being Policy, Annual Leave Policy, and Code of Conduct which includes having a positive and safe working environment. Parental leave is part of our policy. Grievance procedure is present. Employees have an escalation point in HR or the Managing Director for any dissatisfaction or complaints.

PERFORMANCE

We conduct an annual employee engagement survey (quantitative and qualitative) to evaluate employee satisfaction. We identified employees needed more work-life balance, we amended our remote working policy and created a leave planner to support all employees taking their leave. We continuously evaluate our policies and ensure a maximum of 22 days leave are carried over.

We have 3rd party providers to deliver on a variety of health topics, e.g. diabetes, prostate, breast cancer etc. 360 feedback is implemented for people managers on a regular basis to evaluate team satisfaction. Under our ISO quality management system we measure wellbeing initiatives satisfaction.

A survey for the workers on health and wellbeing initiatives was conducted and plans for next year include more wellbeing events for workers.

Turnover was at 0% for the last 12 months, attrition is low.

Other specific actions included:

- Managers received training during the year on how to spot the signs of employee wellbeing and how to handle performance issues in a sensitive manner before reverting to disciplinary action, via coaching and two-way dialogue.
- We achieved 100% COVID-19 vaccination among our team in alignment with the UAE health guidelines.
- Medical insurance for all employees is offered to cover physical and mental health. Counselling services are offered on request.
- Onsite doctor visited our head office to conduct blood tests and general health of our employees.
- All employees received a "Wellbeing Voucher" to spend on quality time with their families or on self-care based on feedback about work-life balance.
- Subsidized weekly yoga classes continued during the year to promote physical health.
- Office garden space for people to grow their own plants.
- Our sustainability initiatives included an active session (e.g. desert hike in November 2021).
- We achieved WELL Health-Safety certification for our own head office in Dubai in November 2021 (refer to case study on pages 19-20)

EVALUATION [GRI 103-3]

Our approach to health and wellbeing will be enhanced next year with our new e-learning platform. The rollout will include a section on mandatory wellbeing, ergonomics, stress and diversity & inclusion learning modules for all employees.



Our office health checkup in March 2022.

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EDUCATION AND TRAINING

[GRI 404-1, 404-3]

WHY IT MATTERS [GRI 103-1]

Summertown believes that the company should continuously invest in training its people in order to maintain and enhance its competitive edge. Training will facilitate improved performance, lead to skill development and provide opportunities for future development for Summertown and the employee. Education and training of our people contributes to happier employees and is a key factor to achieving our JOURNEY2030 ambition to ‘improve workplace happiness and wellbeing’.

MANAGEMENT APPROACH [GRI 103-2]

Our employee training and development strategy includes internal and external training and team building.

- **Policies:** Employee Handbook and Policies on training and development and tertiary education policy.
- **Resources:** this year we conducted face to face and online training

The effectiveness of our training is measured through post evaluation and individual performance appraisals. The performance appraisal measures training completed.

PERFORMANCE

	2021-22	TARGET 2022-23
Average hours of training that the organization's employees have undertaken during the reporting period	On average each employee has completed 2 days training per annum Office-based employees - 15 hours per employee (split equally between males and females)	3 days learning per annum per employee.
Office-based employees receiving a performance review, PDP, and career conversation	100%	

Specific Actions:

1. Training Needs Analysis conducted annually post the goals and objectives setting
2. Tertiary education policy implemented in 2021
3. People manager / performance management training delivered in June 2021
4. Personal Development Plan (PDP) training was delivered in April 2021 for all employees, which enabled employees to detail specific training aspirations, resulting in several individual professional accreditations being attained.
5. Project management training delivered in June 2021
6. Human trafficking training delivered in October 2021
7. Public speaking training delivered by an external provider in November 2021
8. LEED training delivered by an external provider in January 2021
9. Team talk – held in November 2021 at EXPO2020 Dubai

CASE STUDY: Education and Training

Since reactivating our training in 2021 after the easing of COVID-19 restrictions, we identified from our January 2022 employee engagement survey that our Education and Training programme was one of the areas in most need of rejuvenation. 30% of employees did not agree that ‘Our company provides as much ongoing training as I need’.

We believe in continuously investing in employee training and identified in a training needs analysis (TNA) that bespoke and general training was required in addition to the mandatory health and safety training. Each employee attended a Career Development Workshop and prepared a unique Personal Development Plan to align to their current and future career goals. We implemented a tertiary education policy, deployed a new Corporate Induction, delivered LEED Training, a Project Management Program, Public Speaking, Managing People Program, Human Trafficking training and employee wellbeing program both face-to-face and via online.

EVALUATION [GRI 103-3]

The Summertown employee engagement survey is conducted annually to measure satisfaction with training. The survey results illustrated training and development is an area which requires more attention. As a result we plan to implement the following in the coming year:

- E-learning system and schedule more face to face or online learning.
- 360 degree feedback and performance management.
- A teamwork and people agenda workstream

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FORCED OR COMPULSORY LABOUR [GRI 409-1]

WHY IT MATTERS [GRI 103-1]

Forced labour is considered by Summertown as a material issue in our industry of construction, and we have measures in place to prevent the recruitment of coerced or forced labour. Forced Labour is a form of human trafficking and can be understood as work that is performed involuntarily and under the menace of any penalty. It refers to situations in which persons are coerced to work through use of violence or intimidation, or by more subtle means such as manipulated debt, retention of identity papers or threats of denunciation to immigration authorities.

MANAGEMENT APPROACH [GRI 103-2]

Summertown has a duty of care to protect the fair rights for workers and the organisation’s reputation. It has in place rigorous measures on our recruitment providers and the provisions by which they source our labour force:



Policies: Our Summertown Code of Conduct defines the basic requirements placed on Summertown’s suppliers and third-party intermediaries concerning their responsibilities towards their stakeholders and the environment.



Agency Recruitment: Only approved suppliers are used; all suppliers go through procurement due diligence to ensure they comply with the appropriate code of conduct and workers are not disadvantaged ahead of employment. To avoid debt bondage, our policy is to pay for any flights to expatriate workers to the UAE from their home country. Our policy is also to pay the agency fees compensation and expenses, relating to recruitment fees per worker for each employed worker. We do not use sub-agents or sub-contractors, we solely work with the agent directly.



Procurement: responsible procurement to ensure our recruitment agencies do not engage in any malpractice that impact the human rights of our workers prior to employment with Summertown. Grievance escalation process via site Supervisors and/or Construction Managers is available.



Onboarding: As part of the welcome package, each worker is presented a bi-lingual document and/or has a verbal conversation in his native language to assess and confirm the employee has not undergone any coercion, or debt bondage, or behaviour that could be considered forced labour.



Employee handbook for site workers: covers all elements of human rights; from payment of salary, visa processing, accommodation, working hours, overtime, annual leave, sick leave, and medical provisions to ensure equality between office-based and site-workers. Workers have a grievance procedure to escalate to the Supervisors/ Safety officers or Construction Manager as well as their peer group who attend a labour committee on a quarterly basis.



For sub-contractors: post project, we evaluate suppliers and subcontractors on both performance and any qualitative feedback or issues raised by the workers/observed by the employees.

Data [GRI 409-1]

409-1a	Operations and suppliers considered to have significant risk for incidents of forced or compulsory labor either in terms of:	
409-1a-i	type of operation (such as manufacturing plant) and supplier	Labour Workforce
409-1a-ii	countries or geographic areas with operations and suppliers considered at risk	India, Bangladesh, Philippines - specifically recruitment
409-1b	Measures taken by the organization in the reporting period intended to contribute to the elimination of all forms of forced or compulsory labour.	Procurement vetting is undertaken on recruitment suppliers to ensure labour is not forced or against their own will / to ensure fees are not levied.

EVALUATION [GRI 103-3]

In the coming year we plan to repeat our procurement process to re-assess suppliers and their code of conduct.

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SUSTAINABILITY DNA

WHY IT MATTERS [GRI 103-1]

We strongly believe that a company cannot be sustainable unless employees at all levels share this vision and are committed to achieving it. We started our sustainability journey in 2008 when we were aiming for LEED certification for our office interiors. Today it is still sponsored from top management level, and has grown with our people to be part of our culture.

A 2021 report from the World Economic Forum and Accenture identifies the “Sustainability DNA” that can transform organizational behaviors. “We have found that those organizations with the strongest Sustainability DNA not only achieve higher environmental, social and governance (ESG) performance, but financial performance as well.”⁸

MANAGEMENT APPROACH [GRI 103-2]

We have embedded sustainability into our internal processes, policies, and management practices, which form the foundations of our sustainability and business strategies and culture. For example, even before an employee is hired, we have sustainability questions at the recruitment stage, and it is part of our induction program for new employees. Our three JOURNEY2030 goals set in 2019 underpin our business strategy and sets the path for our sustainability initiatives.

All Summertown employees have sustainability related goals in their personal goals and objectives that are used to measure their annual performance. Corporate team members that report directly to the Managing Director have specific sustainability goals related to achieving JOURNEY2030 sustainability goals reviewed bi-annually.

Sustainability is embedded into HSE through ISO 45001 (see HSE section pages 25-26) and our Health & Wellbeing programme is a key pillar of our holistic approach to sustainability (see People section page 37).

The Summertown Sustainability Committee is a cross-functional committee responsible for ensuring sustainability is at the heart of the business. Standing members are the MD (Committee sponsor), Committee Chair (Marketing Manager), Quality Manager, HR Manager, Projects Director, Commercial Director. Other seats rotate on an annual basis and are nominated from employee volunteers, and corporate team recommendations. The selection process includes a balance of employees from a cross-section of departments.

EVALUATION [GRI 103-3]

- The Sustainability Committee meets every month to evaluate performance and effectiveness of the management approach.
- We evaluate our employee sustainability sentiment and feedback in our annual employee surveys and after each large sustainability initiative (e.g. health & wellbeing event etc.)
- We seek feedback from our employees and clients on a regular basis to assess our sustainability initiatives and continue to evolve this process.
- We share examples of our team and our performance against sustainability targets in our annual Sustainability Reports.
- Next year we will launch our e-learning platform which will incorporate mandatory learning on sustainability related topics, to enhance, upskill and embed sustainability further.

⁸ <https://www.weforum.org/agenda/2021/09/how-responsible-leaders-can-create-sustainable-organizations-that-deliver-value-and-impact-for-all-stakeholders/>

HUMAN RIGHTS



Human rights for all
is essential for our business
and community

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Human rights for all is essential for our business and community [GRI 412-1]

WHY IT MATTERS [GRI 103-1]

Human rights for all of our employees are a critical component of our business and our community. We take great pride and diligence in how we manage the end-to-end life cycle of our employees.

In particular, a focus is placed on the welfare of our migrant construction workers who are considered to be in a higher vulnerability category of our global community. We make this our moral responsibility to ensure our practices and processes when engaging with our suppliers follows a meritocratic approach. Internally we ensure our workers are given a duty of care throughout their employment with Summertown.

Alignment to the new UAE labour law introduced in Feb 2022 from Minister of Human Resources and Emiratization and JAFZA labour law rules, aims to protect, and guarantee the rights of both parties to the employment relationship in a balanced manner.

MANAGEMENT APPROACH [GRI 103-2]

The Summertown Employee Handbook and Site-Supervisor Handbook, outline all policies and procedures including:



All employees: Our approach covers all elements of human rights; from payment of salary, visa processing, accommodation, working hours, overtime, annual leave, sick leave, and medical provisions to ensure equality between corporate and site-workers. Workers can escalate any grievances via the labour committee (peers) or to onsite Supervisors or Construction Managers. This is briefed during the onboarding process.



Training: All employees undergo relevant annual training including on job and formal safety and technical training for both site and office employees. All office employees underwent Human trafficking training in October 2021 (mandatory for all employees to spot the signs and how to escalate this).



Recruitment: All suppliers go through procurement due diligence to ensure they comply with the appropriate code of conduct and workers are not disadvantaged ahead of employment. We apply responsible procurement to ensure our recruitment agencies do not engage in any malpractice that impact the human rights of our workers prior to employment with Summertown (see Forced Labour section on page 39).



Performance & Recognition: Monthly recognition is given to our workers to recognise top performance via a cash bonus scheme, and fair salary payment for all workers. A salary review will be conducted in 2022-23 financial year for all site workers.



Site-Based Workers Accommodation: Annual inspection plus ad-hoc visits to ensure workers are living in comfortable arrangements as per local government requirements. In each accommodation there is a maintenance book to record defects or requests.



The Summertown Labour committee: conducts quarterly meetings with a group of site worker representatives to cross-share information, raise any concerns and implement agreed improvement actions.

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Total number and percentage of operations that have been subject to human rights reviews or human rights impact assessments, by country.	 2 audits from external 3rd parties as part of tender interviews
Total number of hours in the reporting period devoted to training on human rights policies or procedures concerning aspects of human rights that are relevant to operations.	 130 hours (all employees attended a 2-hour training session, 65 employees x 2 hours = 130 hours)
Percentage of employees trained during the reporting period in human rights policies or procedures concerning aspects of human rights that are relevant to operations.	 100% employees

During 2021-2022 two audits were conducted as part of the tender process, Summertown welcomes external audits from 3rd party providers to evaluate our current processes in relation to human rights of our site employees.

EVALUATION [GRI 103-3]

Human Rights has always been an area we seek to improve, and by elevating the importance of this material issue at the start of 2022 we believe the management approach to human rights will positively evolve.

Moving forward to 2022-23 we will add further mechanisms to evaluate new management approaches including annual refresher training on human trafficking with an 80% pass result goal. We will also review our policies to ensure we continue to comply with Jebel Ali Free Zone rules 2020 and UAE Ministry of Human Resources legislation of Labour workforce across the employee life cycle (e.g. health and safety measures, recruitment, reward, development and accommodation).



COMMUNITY



Consideration for the
community in which
we operate in



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COMMUNITY



Consideration for the community in which we operate in [GRI 413-1]

WHY IT MATTERS [GRI 103-1]

'Community' continues to be a focus following our material assessment in January 2022, thus requiring us to make future assessment and planning in order to understand the actual and potential impacts, and establish strong engagement with local communities to understand their expectations and needs.

We define community as all the internal and external stakeholders that we engage with during our project construction and daily business. This includes our employees, the Architecture & Design Community, our Suppliers, Partners and Clients. Our community also includes engagement with external stakeholders and partners (e.g. government & JAFZA).

MANAGEMENT APPROACH [GRI 103-2]

Summertown's consideration for the community in which we operate is essential, and we strive to be respectful responsible citizens. We need to ensure construction on our project sites considers neighbouring communities (i.e. in the same building) that could be affected by noise or disruption.

We monitor our environmental impact on project sites and in our office by following LEED criteria and our own sustainability standards. We specifically monitor water, and energy on project sites during the build to ensure we identify quickly any leaks or incidents that could affect our community or neighbouring communities. Summertown discloses total project Health & Safety data, and environmental impacts annually in our sustainability report.

Summertown is aligned with the UAE and local government requirements in Occupational Health and Safety and has clear policies and procedures within our ISO-45001 certification which is implemented for all our employees, sub-contractors, vendors, clients, and partners on our sites and within our office. As a small construction contractor business we do not establish additional or separate processes other than those governed by UAE laws, and HSE processes for project sites. But we do communicate with our neighbouring communities in addition to the key project stakeholders when a potential impact is identified.

Each commercial interior project we undertake is different by client, location, design, size, materials. Our approach to our community needs to include both minimum standards and policies, but also to be tailored.

Before commencing a new project, we identify and engage key stakeholders (client, designer, project consultants, building management) to help understand the vulnerability of local communities and how our project may affect them.

Any concerns or issues impacting our communities on project sites can be raised in these forums:

1. Weekly Project Management meetings
2. Weekly Client meetings (external stakeholders)
3. Monthly Summertown HSE Committee meetings

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HSE Statistics are kept daily through a Master Data Tracker on all projects and compiled into a Monthly Report issued by our HSE Manager. The HSE committee then reviews, assesses, and provides improvement actions where and when needed. Project site grievance is through the project management team.

The Summertown mechanism for evaluating effectiveness of our management approach includes:

- Inviting feedback from clients, suppliers, sub-contractors, building management that visit our project sites (face-to-face, emails and surveys)
- HSE reports from sites (which details risks and incidents)
- Project Team ‘Lessons Learnt’ sessions conducted for the majority of projects to assess feedback and adjust approaches for future communities.

PERFORMANCE

A specific action this year was around communication in and with our community. Communication signs for HSE and project sites were upgraded to include 3 languages for our community (English, Arabic & Hindi).

EVALUATION [GRI 103-3]

Having identified that we need to understand the actual and potential impacts of our projects on our community we plan to strengthen our engagement with local communities to better understand their expectations and needs.



TRANSPARENCY AND ANTI-CORRUPTION



Being an open
and transparent
business

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Being an open and transparent business [GRI 205-1]

WHY IT MATTERS [GRI 103-1]

By operating in a transparent manner with our clients, employees and across our supply chain, we can build trusted relationships and mitigate risk. Summertown's business is built on these values, and on the trust and reputation of the company. These factors influence how our employees; our clients and suppliers feel about the products and services that we provide. We are committed to protecting and enhancing the reputation of Summertown and ultimately creating an environment that our employees want to come to work to, and an organization that partners want to do business with.

MANAGEMENT APPROACH [GRI 103-2]

At Summertown, our values are embedded throughout the employee life cycle from attracting, recruiting, developing, and rewarding or retaining our employees. We continuously monitor our employees' conduct to ensure we act in line with our company values and community expectations.

This is dependent on the effective sourcing, induction, and training of all of our employees, including positive role-modelling and performance management of employees. There is always scope for improvement and consistency is continuously required to ensure we shape the right culture in our business through our people. We are always reviewing our processes and enhancing them when involvement is necessary. Continuous communication is used to remind employees of the expected standards and behaviour.

Our approach to open and ethical business across our organisation and with our suppliers and clients is based upon the Summertown Code of Business Conduct which provides the guiding principles we believe are central for our people to uphold ethical standards when conducting business. We start with our Core Values and code of conduct, which we embed throughout the employee life cycle from attracting, recruiting, developing, and rewarding or retaining our employees.



Policies: Code of Conduct policy and reporting line (best practice training / communication is refreshed annually with employee verification); Policies and Procedures Manual, Employee Handbook, Grievance Process, and policy. Guideline on behaviors policy.



Recruitment: We include ethics and values questions into our interview approach to measure the ethics. We seek references as appropriate for new employees joining the organisation. All candidates are scored as part of the interview process against a benchmark.



Induction, Training & Resources: All employees receive a corporate induction to cover the above policies. We deliver face-to-face training on an annual basis.



Responsibilities: Our people managers are trained online and face-to-face on their role as a people manager, giving real life scenarios on how to manage performance and inappropriate behaviour.



Performance appraisal system: We engage an end-to-end performance appraisal approach for all our employees to measure performance and behaviour. This cycle includes objective setting, self-assessment, and manager feedback. The management team recently started a calibration approach to increase meritocracy on the final performance rating. This rating is then linked to our consequence management and approach to rewarding our employees for the right performance and ethical behaviours.



Grievance approach: We have a clearly defined grievance process outlined in our Employee handbook with supporting policy.

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MEASUREMENT

INTERNAL

- Performance appraisals for all employees
- Calibration process (2022) for senior employees
- Grievances raised are recorded and measured

EXTERNAL

Measurement of customer feedback verbally and via surveys on our employee performance and conduct. We also welcome external third-party audits requested by our existing or potential clients. In 2021-22 financial year we undertook two external audits requested by our clients.

PERFORMANCE

- **Zero count** of operation risks related to corruption.
- **Zero incidents** in which employees were dismissed or disciplined for corruption.
- **Zero incidents** whereby contracts with business partners were terminated.
- **Zero public legal cases** regarding corruption brought against the organization or its employees.

EVALUATION [GRI 103-3]

In 2022-23 we will implement an annual e-learning program which includes a suite of mandatory learning (80% pass rate required on testing); including sustainability, code of conduct, transparency and corruption, speak-up culture, anti-money laundering. The new e-learning and calibration aims to increase meritocracy and also measure the results through tests to measure knowledge retained.



STAKEHOLDERS

[GRI 102-40, GRI 102-41, GRI 102-42, GRI 102-43, GRI 102-44]

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Our stakeholders were identified by the nature of our business and client needs, government regulations, and sustainability goals. Note that employee associations such as unions and collective bargaining are not present in the UAE.

For more details on our engagement with stakeholders, please see the Stakeholder Table below.

Summertown has a wide range of stakeholders which have been identified by Summertown’s management and by specific stakeholder mapping exercises. The following table shows the nature of the engagement with the main stakeholder groups on a regular basis in addition to routine business channels. The key topics raised by them plus specific examples of how we have engaged and collaborated with them over 2022 are also shown. This engagement has also informed our materiality (see pages 11-12). The frequency of the engagement is dependent on the individual relationships with stakeholders.

STAKEHOLDER	FORM OF DIALOGUE	KEY TOPICS	HOW WE RESPONDED
 Clients	<ul style="list-style-type: none">Website & social mediaCompany e-newsletterPresentationsSeminars, workshops and eventsIndustry Media & PRTender processesCustomer feedback formsSustainability report.	<ul style="list-style-type: none">Company informationProject experienceSustainability benefits and tipsEnvironmental performance (ability to meet LEED standards etc.)	<ul style="list-style-type: none">Client survey (online upon completion)<ul style="list-style-type: none">- 100% of projects met or exceeded expectations- 75% of clients agreed onsite HSE was very good or excellent- 57% of clients said Summertown’s quality of work influenced their decision to appoint Summertown as their contractorClient feedback taken and implemented into our systemsLessons learnt session on all large projects to evaluate performance and client feedbackDedicated ‘Plus Works’ Manager appointed (after project completion manager to service clients)Re-design of website to enhance user experience
 Suppliers	<ul style="list-style-type: none">Website & social mediaPre-qualification processesEstimation processHSE assessmentsVendor forums	<ul style="list-style-type: none">Product specification meetingsPayment termsHSE best practices and assessmentsSustainability best practices and assessments	No specific engagement this year outside of normal business meetings
 Employees	<ul style="list-style-type: none">Website & social mediaMeetingsCompany events and meetingsTraining and workshopsEmployee SurveysEmployee recognitionHealth & Wellbeing programmeSustainability ReportVolunteering	<ul style="list-style-type: none">Company information and policiesSelf-improvement and career development opportunitiesHealth and wellbeing of staff in the workplaceCommunity investment and volunteering opportunitiesEmbedding sustainability practices	<ul style="list-style-type: none">WELL Health-Safety accreditation for our Dubai HQOffice-based employees had the opportunity to join the following training sessions:<ul style="list-style-type: none">- People manager / performance management, PDP training, Project Management, Human Trafficking, Public Speaking, and LEEDSite workers undertook training related to HSE:<ul style="list-style-type: none">- Fix scaffolding erection and dismantling training course- Fire safety fundamentals and proper use of fire extinguisher- Emergency first aid at work with CPRVoluntary health check-up in our office (GP and cardiologist)

STAKEHOLDERS

[GRI 102-40, GRI 102-41, GRI 102-42, GRI 102-43, GRI 102-44]

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STAKEHOLDER	FORM OF DIALOGUE	KEY TOPICS	HOW WE RESPONDED
 Government / Regulators	<ul style="list-style-type: none">• Trade licenses• Certifications and membership of associations• Financial reports• Sustainability reports	<ul style="list-style-type: none">• Company information• Economic performance• Environmental performance• Community investment	<ul style="list-style-type: none">• External audit• Aligned Business Continuity Plan to updated government regulations• Policy alignment to new UAE Labour Laws issues in Feb 2022• Dun and Bradstreet rating certificate
 Partners (including Architectural & Design and Project Management firms)	<ul style="list-style-type: none">• Website & social media• Meetings (formal and informal)• Seminars and events• Media & PR• Tender processes• Site visits	<ul style="list-style-type: none">• Company information• Project experience (specifically with LEED projects)• Industry best practices• Business accolades and awards	<ul style="list-style-type: none">• Project related engagement with Design and Architectural firms (tenders, client, site meetings)• Summertown Quiz Night - event specifically to engage with Project Management firms• Sustainability Committee visited Enviroserve plant (our recycling partner)
 Investors	<ul style="list-style-type: none">• Financial reports• Sustainability report• Shareholder meetings	<ul style="list-style-type: none">• Company performance• Economic performance• Environmental performance• Business accolades and awards	<ul style="list-style-type: none">• Bi-annual shareholder meetings held to review business performance• Annual company audited financial reports prepared by external global accounting firm
 Others including community partners	<ul style="list-style-type: none">• Guest lectures and workshops• Employee volunteering• Student visits and internship programme	<ul style="list-style-type: none">• Our support to their activities• Best practice sustainability	<ul style="list-style-type: none">• We could not participate in any community volunteering activities due to COVID-19 restrictions• All employees participated in Gulf For Good Hike (proceeds going to charity)• Participated in CoreNet Forum industry event• Marcos Bish, Managing Director part of the Sustainable Design roundtable, the Netherlands Business Council UAE panel of sustainability leaders at the Dutch Pavilion at EXPO2020, on judging panel for Gulf Capital MEED SME Awards• Commercial Director, Nicola Trivett, part of Haworth Women in Leadership round table• Received industry award - 'Identity Interior Design - Fit-Out' award for Fit-Out of Abu Dhabi Early Childhood Authority Office Project

ABOUT THIS REPORT

[GRI 102-10, GRI 102-48, GRI 102-50 through to GRI 102-56] ([for GRI 102-55 please see our GRI Index](#))

SUMMARY OF
PERFORMANCE

MESSAGE FROM OUR
MANAGING DIRECTOR

WHO WE ARE

APPROACH TO
SUSTAINABILITY

JOURNEY
2030 GOALS

MATERIALITY

STAKEHOLDERS

ABOUT THIS REPORT

This is our seventh sustainability report, and it covers the period from 1st April 2021 to 31st March 2022. For previous reports see www.summertown.ae/sustainability. During the reporting period there were no significant changes to the organisation's, locations, financial or legal 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, UK.

It is our intention to continue reporting against the same criteria on an annual basis. These reports will continue to be published publicly on our website. The contact point for further information is **Marcos Bish, Summertown Interiors Managing Director** - email: marcos@summertown.ae.

This sustainability report has been prepared in accordance with the **GRI Standards and has met all criteria for the Core option**. The Global Reporting Initiative (GRI) is an independent international organisation that has pioneered sustainability reporting since 1997. The GRI Sustainability Reporting Standards (GRI Standards) are the first and most widely adopted global standards for sustainability reporting.

GRI INDEX ([seperate reference document with GRI indicators](#))

Our Global Reporting Initiative (GRI) Index is a separate document to our report that provides an index for the location of all the GRI topics represented by performance indicators in this report. You can download our GRI index from our website www.summertown.ae/sustainability. There are no restatements, or significant changes from previous reporting periods to consider.

In addition, the index contains indicators that are not specifically mentioned in this report. However, these are related to the material issues reported upon.



