

# 2024 SUSTAINABILITY REPORT

Building a sustainable future











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# About This Report

(2-2, 2-3, 2-4, 2-5, 2-6, 2-14)

Summertown Interiors (SI) is delighted to introduce our 9th Sustainability report for 2024.

## Scope

Summertown Interiors are one of the leading interior office fit out companies in the United Arab Emirates, offering superior quality and sustainable workplace solutions for our clients and partners.

## Purpose

This sustainability report covers the period of 1st April 2023 to 30th March 2024 for our operations across the United Arab Emirates. The report has been prepared in line with the Global Reporting Initiative. Covering 19 materiality topics, we showcase our environmental, social and economic initiatives and performance, in addition to our alignment with our JOURNEY2030 commitments, the UN SDGs and national sustainability policies. We will showcase our collaborative and integrative approach to improving the impact of our operations on the environment, society, and UAE economy.

## External assurance

The report is not assured by an external partner. However, we undergo extensive internal assurance, including the review of the report by the sustainability committee, the corporate team members, and all responsible departments.

We are committed to continuous improvement of our sustainability reporting and performance transparency. As such, we welcome your feedback on this report and our performance. Please send your comments to Paul Armstrong at paul@summertown.ae or through our social media channels.







# 2023-2024 Summary of Performance

Throughout this report, we highlight significant milestones, initiatives, and progress we have made in advancing sustainability within our organisation. This summary of performance showcases our dedication to driving positive change and key outcomes achieved during the reporting period.





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## Message from the Managing Director, **Marcos Bish**

(2-22)



I am delighted to introduce Summertown's ninth Sustainability Report, showcasing our unwavering dedication to sustainability and the significant strides we've taken in advancing the objectives outlined in our sustainability strategy, JOURNEY2030.

Our sustainability strategy is guided by the priorities of our stakeholders, our organisation, and the industry. It acts as our compass, steering us towards delivering sustainable interior solutions and fostering a safe and happy workplace, in alignment with the UAE's national direction and the UN Sustainable Development Goals (SDGs).

Throughout the reporting period of FY2023/2024, we continued to focus our efforts on our three JOURNEY2030 goals which were designed with a simple, yet concentrated focus:

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

Motivated by our sustainability principles and practices, we deliver high-quality projects while helping our clients enhance their sustainability performance. Over the past 27 years, we've built strong relationships and trust with our clients, which has been crucial in promoting sustainable interiors and practices. This year, we aimed for Leadership in Energy and Environmental Design (LEED) certifications for five interior projects, honouring our commitment to offer free LEED certified level certifications for projects over 2,000 sqm.





# Message from the Managing Director, Marcos Bish

(2-22)

Our sustainable development priorities included advancing our training programs and achieving our “Zero Waste” goal. Our most prominent employee training and education was offering our employees to earn LEED Green Associate, with sixteen employees successfully passing the LEED Green Associates exam and one employee passing the LEED AP (Accredited Professional) exam. We also held various knowledge-based sessions whereby the team presented at various universities and industry events as headline speakers.

In relation to our “Zero Waste” JOURNEY2030 goal, I am pleased to report that our target for FY23/24 was 40%. However, we achieved an impressive 58% of total project waste diverted from landfill. This significant progress was made possible through our continued partnership in the “Living Business Programme 2023” with the National Bank of Fujairah. Through this programme, we established waste partnerships that reduced the amount of building waste materials going to landfill. Our engagement in the “Living Business Programme 2023” not only helps us achieve Summertown’s sustainability objectives but also lays the foundations in the industry through best practices.

At Summertown, our sustainability DNA is empirical to everything we do. For our employees, it is embedded throughout their time with us, through our continued employee health and wellbeing, and community engagement programmes. We have continued this approach throughout 2023 and will continue into 2024 and beyond in order to maintain a strong team spirit and their dedication to making a positive impact on the community and industry in which we operate in.

We aimed to have a year of “Commercial Growth and Consolidation” as there were many internal changes including new hires, promotions, and lateral moves in the organisation. We believe the harmony and the consolidation of the Summertown Team is an ongoing process which we will continue to prioritise.

As we move forward, we will continue to evolve, innovate and be the thought leader in sustainable fit out practices and education, while recognising the ongoing journey to our JOURNEY2030 goals.

For the upcoming financial year 2024-25 our business focus will be on:

- A year of stability and allowing our organisational changes to embed and prosper.
- Enhanced employee Health & Wellbeing programmes
- Delivering more sustainable projects and continued reduction in project waste
- Building a sustainable economic growth and future

As we conclude our sustainability report for this year, I want to extend my deepest gratitude to our dedicated employees, valued stakeholders, and supportive community partners. Your unwavering commitment to our shared vision of a sustainable future has been instrumental in driving our achievements. Together, we have made significant strides in reducing our environmental impact, fostering social responsibility, and promoting economic resilience. Thank you for your continued support and dedication. Let us carry this momentum forward as we strive to create a brighter, more sustainable world for generations to come.

Regards,

Marcos Bish

# Who We Are

(2-1, 2-2, 2-6, 26-7, 2-28)

Summertown Interiors is a commercial turnkey and fit out contractor, specialised in delivering sustainable commercial, healthcare, and education workplaces for global Fortune 500 companies, government authorities and local businesses. Established in 1997, Summertown have grown to establish themselves as a specialist contractor offering sustainable and high-quality interior fit out solutions across the UAE.

## Summertown Interiors' primary services include:

**Fit Out:** Interior fit out projects as documented by a contract awarded through a competitive tender process or single source. We work alongside Architects, Designers, and Project Managers to deliver high-quality interior fit outs.

**Design & Build:** A single contract for a design and build service that is either designed in-house or with external partners.

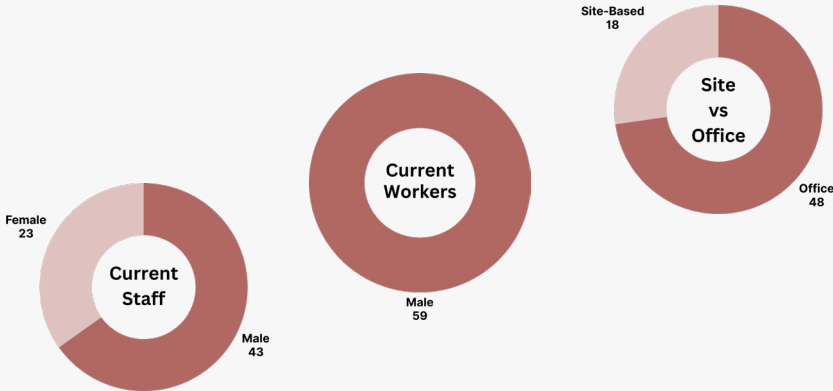
## Our Footprint

(2-28)

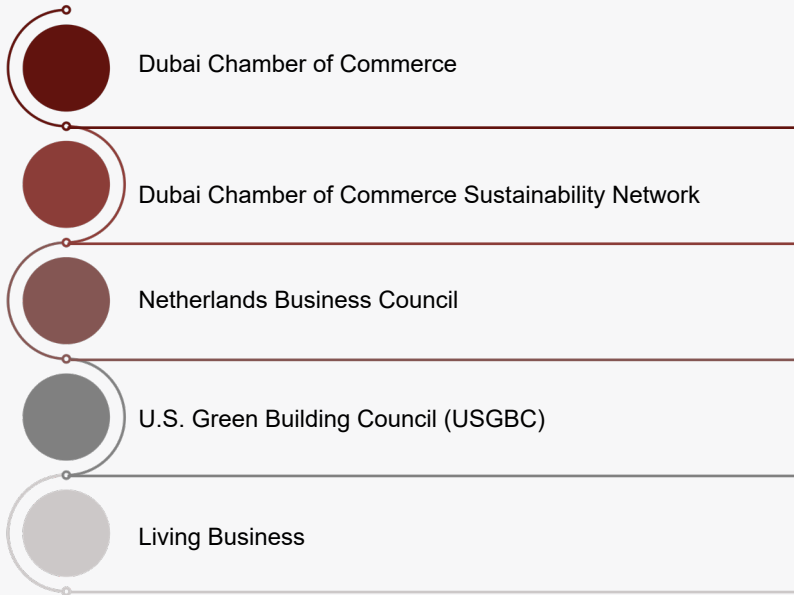
**Offices:** Summertown Interiors' head office is located at Street #204, Building #4, Jebel Ali Free Zone, Dubai, United Arab Emirates.

**Employees:** Summertown's employees sit across three categories:

- **Office-based employees** – including management and administrative support
- **Site-based employees** – including construction managers, site supervisors
- **Workers** - labourers including painters, joiners, plumbers, and electricians



## Our Memberships







# Who We Are

(2-1)

## 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

## 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

# Awards



First fit out company to be certified with Great to Place to Work



Graduated from Living Business Programme 2023



Commercial Interior Design (CID) Interior Fitout Project of the Year 2023

# Governance Structure

(2-9, 2-10, 2-11, 2-12, 2-13, 2-14, 2-5, 2-16, 2-17, 2-18)

Our governance is chaired by our Managing Director, Marcos Bish who is also responsible for the management of Summertown's activities and operations. His role is governed by our Code of Conduct, Grievance Policy for management, and clearly defined roles and responsibilities.

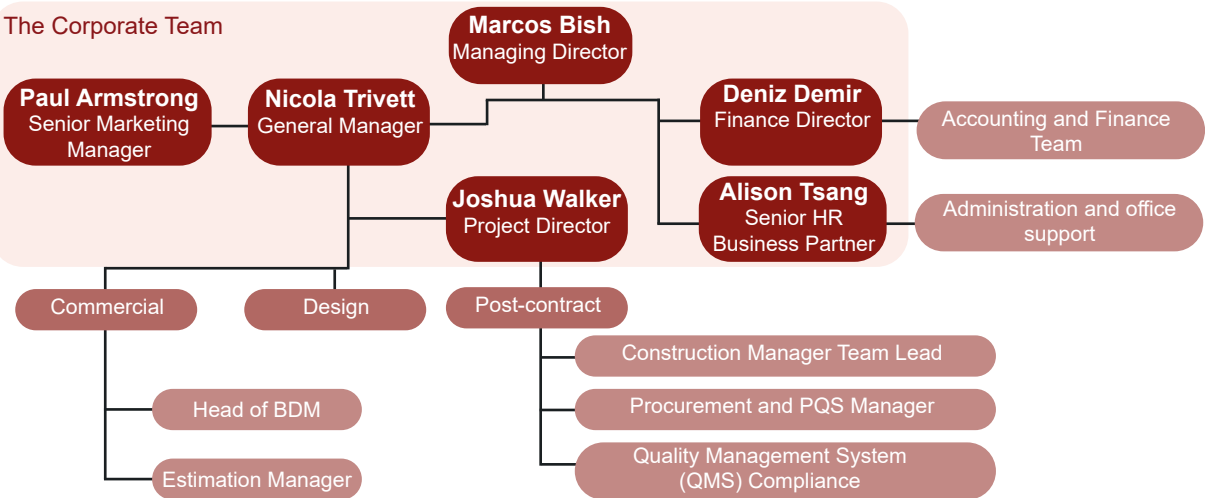
Marcos is supported by 'The Corporate team', comprising of six senior representatives from pivotal departments who are direct reports of the Managing Director. 'The Corporate Team' are Summertown's highest governance body, responsible for developing and implementing our company purpose, vision, mission, values, policies and KPIs. The team, shown below, is an equal 50:50 split between male and female of 30+ years old sat across our Marketing, Finance, Project Operations, Human Resources, and Commercial departments. These individuals are also responsible for managing due diligence, corporate reporting, and any critical concerns. These key processes are owned by the department heads and internally audited annually.

This team are supported by our 'Management team' which consists of The Corporate Team, plus senior managers within Estimations, Procurement, Quality Control, and Business Development.

We also have an established sustainability committee which supports the Corporate Team in driving sustainability efforts and initiatives. Both teams are responsible for overseeing and making sustainability-related decisions. The team meet monthly to review sustainability initiatives and events, reporting, KPIs and office building statistics. The committee are appointed through a mix of mandatory and voluntary involvement with mandatory seats for our Corporate Team. These selected individuals are required to lead by example and drive the topic in their area of work and represent the organisation.



## The Corporate Team





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# Approach to Sustainability

(2-23, 2-24)

## Defining Sustainability

At Summertown, we define Sustainability as managing the environmental, social, and economic impacts of our business on society and the planet in a responsible way. This includes addressing impacts across our operations and focusing on the issues that matter most to our stakeholders. Our sustainability strategy is governed by The Corporate Team and is the responsibility of all our employees to deliver.

## Evaluating our impact

- 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.

Our governance body and Sustainability Committee are responsible in overseeing the management of our impacts. We follow ISO standards which guide our processes, and strict procedures with signatory requirements to ensure impacts are reviewed, managed and communicated prior to works progressing. Each department is delegated responsibility for managing and reporting on impacts, dependent on the type of impact. This delegated responsibility includes:

- **IT – Managing Director and HR**
- **Site & Procurement – Project Director**
- **Finance – Finance Director**
- **Communications & marketing – Senior Marketing Manager**
- **Business Operations – General Manager**



# Approach to Sustainability

(2-22)

## Sustainability DNA

Our sustainability journey began in 2008 following the attainment of LEED Gold certification of our head office in Dubai. Since, we continue to prioritise sustainability across our management and people as part of our company vision and culture. We have embedded sustainability into our internal processes, policies, and management practices, which forms the foundations of our sustainability and business strategies and culture. We have since established JOURNEY2030 which defines our corporate sustainability vision and sets our sustainability goals. These are reviewed biannually and reported by the Corporate Team and our Managing Director however the responsibility of driving sustainability progress sits with the Sustainability Committee. Our JOURNEY2030 goals are filtered down to department and individual level whereby all our employees have sustainability related goals within their personal objectives, measured during their annual performance reviews. Sustainability is also integrated into our recruitment process, with sustainability related questions in job interviews and sustainability listed as a preferred qualification.

We publish annual sustainability reports on our progress and actions, as well as communicate updates through bi-annual company meetings, shareholder meetings, and marketing efforts. We are committed to enhancing sustainability knowledge and skills among our employees through e-learning and new employee induction.

## Alignment with the UN SDGs

Summertown's JOURNEY2030 guides our approach to sustainability delivery across our operations and performance which are reflected within our strategy key performance indicators (KPIs). Our updated strategy aligns with local and international policies. Our strategy focuses on supporting four UN Sustainability Development Goals in particular where we can have the most impact, as highlighted right.





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Established as a trading company in Jebel Ali

1997



2002

Summertown Interiors established

Our initial 'green thinking', when we were building our headquarters

2008



2009

Moved into LEED Gold certified office

Started our CSR programme and established a green committee

2012



2014

Awarded 2014 Sustainable Business of the Year



2019

Received NBC Sustainable Business Initiative Award

2017 Happiness at Work award

2018



2016

Released first annual sustainability report

Achieved LEED EBOM Gold at our headquarters

2016



2014

Achieved Dubai Chamber CSR Label

JOURNEY2030 is announced

2019



2021

Designer Identify highly commended prize for new 'Interior Design – Fit Out'

WELL H&S Gold Accreditation

2021



2022

Commercial Interior Design highly commended award for "Interior Fit-out of the Year"

Interior Fit Out Project of the Year Winner

2023



2023

'Great Place to Work' Certificate

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# Approach to Sustainability

(2-23, 2-24, 2-27)

## Abiding by local law

There are several regional and local laws that guide our corporate governance and sustainability ambitions. This year we have had no significant instances of non-compliance reported.

## Internal policies

Internal policies have been developed to ensure adherence to corporate governance and they are reviewed and updated regularly.

- Employee Handbook
- Workers Handbook
- Corporate Social Responsibility Policy
- Internet and Email Policy
- Health & Well-Being Policy
- Annual Leave Policy
- Code of Conduct
- Working Remotely Policy



## Global

- UN Sustainable Development Goals



## United Arab Emirates

- Net Zero Strategy 2050
- We the UAE 2031
- Ministry of Human Resources and Emiratisation (MOHRE)
- UAE Net Zero 2050
- UAE Energy Strategy 2050
- UAE Centennial 2071



## Dubai

- Jebel Ali Free Zone Authority (JAFZA)
- Dubai Urban Master Plan 2040
- Dubai Zero Waste by 2030





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## JOURNEY2030

(2-23, 2-24)

JOURNEY2030 is our corporate Sustainability Strategy, setting our long-term 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. Responsibility for meeting these goals sits across all of our departments through shared vision, commitment and delivery. Every Summertown employee is also assigned at least one sustainability-related goal as an integral part of their individual objectives for annual performance assessment.

### Deliver 100% sustainable projects

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



11 13

Sustainable Cities and Communities Climate Action

By 2024

- All projects have a pre-site visit to identify materials that can be reused/recycled
- Free LEED certification for projects over 2,000sqm
- Deliver 3 client workshops per year
- Deliver 100% sustainable projects

### Zero Waste

Zero waste to landfill from Summertown office and projects by 2030



12

Responsible Consumption and Production

By 2024

- Reduce the volume being sent to landfill by 50% (based on 2020 baseline)
- Strengthening partnerships with existing recycling companies (focusing on priority waste streams)

### Improve workplace happiness & wellbeing

Continuously strive to be a great place to work



8

Decent Work and Economic Growth

By 2024

- Our offices to be recognised by an external third party as the 'Great Place to Work'
- Measure the impact of completed workplace fit out on client employee



# Materiality Topics

(2-1, 2-16, 2-29, 3-1, 3-2)

We last conducted our materiality assessment in 2022, engaging with our internal and external stakeholders to understand the sustainable material topics that matter most so that we can reflect and demonstrate these in our performance objectives and operations. Our definition of materiality aligns with the GRI, being “topics that represent the organisation’s most significant impacts on the economy, environment, and people, including impacts on their human rights”.

18 material topics were identified in our assessment in terms of stakeholders’ concern and impact on the business. The Sustainability Committee and Corporate Team then grouped these topics into seven priority issues. We have conducted reviews and engagements with our stakeholders across the year to ensure they remain relevant to our business. We can confirm all seven material issues and the alignment of each topic to our JOURNEY2030 goals remains unchanged in 2024.



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## Stakeholder Engagement

(2-29)

Stakeholder	Form of Dialogue	Key Topic
 <p><b>CLIENTS</b></p>	<ul style="list-style-type: none"> <li>• Website &amp; social media</li> <li>• Company e-newsletter</li> <li>• Presentations</li> <li>• Seminars, workshops &amp; events</li> <li>• Industry Media &amp; PR</li> <li>• Tender processes and pre-contract meetings</li> <li>• Customer feedback forms</li> <li>• Weekly Project Meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Company information &amp; services</li> <li>• Project experience</li> <li>• Sustainability benefits &amp; tips</li> <li>• Environmental performance</li> <li>• Project updates, waste segregation process &amp; LEED certifications</li> <li>• Showcasing sustainability practices and JOURNEY2030</li> </ul>
 <p><b>SUPPLIERS</b></p>	<ul style="list-style-type: none"> <li>• Website &amp; social media</li> <li>• Pre-qualification processes</li> <li>• Estimation process</li> <li>• HSE assessments</li> <li>• Vendor forums</li> <li>• Consultation</li> </ul>	<ul style="list-style-type: none"> <li>• Product specification meetings</li> <li>• Payment terms</li> <li>• HSE best practices &amp; assessments</li> <li>• Sustainability best practices &amp; assessments</li> <li>• Economic performance</li> <li>• Forced labour &amp; human trafficking</li> </ul>
 <p><b>EMPLOYEES</b></p>	<ul style="list-style-type: none"> <li>• Website &amp; social media</li> <li>• Meetings</li> <li>• Company events &amp; meetings</li> <li>• Training &amp; workshops</li> <li>• Employee surveys</li> <li>• Employee recognition</li> <li>• Health &amp; Wellbeing programme</li> <li>• Sustainability Report</li> <li>• Volunteering</li> <li>• Monthly Internal Newsletters</li> </ul>	<ul style="list-style-type: none"> <li>• Company information &amp; policies</li> <li>• Self-improvement &amp; career development opportunities</li> <li>• Health &amp; well-being of staff in the workplace</li> <li>• Community investment &amp; volunteering opportunities</li> <li>• Embedding sustainability practices</li> <li>• Sustainability initiatives &amp; progress</li> <li>• Participation in educational programmes</li> <li>• Certification process &amp; updates</li> <li>• Economic performance</li> </ul>
 <p><b>GOVERNMENT/REGULATORS</b></p>	<ul style="list-style-type: none"> <li>• Trade licenses</li> <li>• Certifications &amp; membership of associations</li> <li>• Financial reports</li> <li>• Sustainability reports</li> </ul>	<ul style="list-style-type: none"> <li>• Company information</li> <li>• Economic performance</li> <li>• Environmental performance</li> <li>• Community investment</li> </ul>



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# Stakeholder Engagement

(2-29)

Stakeholder	Form of Dialogue	Key Topic
 OTHERS INCLUDING COMMUNITY PARTNERS	<ul style="list-style-type: none"><li>• Guest lectures and workshops</li><li>• Employee volunteering &amp; CSR activities</li><li>• Student visits &amp; internship programme</li><li>• Awards</li></ul>	<ul style="list-style-type: none"><li>• Our support of their activities</li><li>• Best practice in sustainability</li></ul>
 Architectural, Design and Project Management Firms	<ul style="list-style-type: none"><li>• Website &amp; social media</li><li>• Meetings (formal/informal)</li><li>• Weekly Project Management meetings</li><li>• Seminars &amp; events</li><li>• Media &amp; PR</li><li>• Tender processes</li><li>• Site visits</li><li>• Industry Events &amp; Knowledge Sharing</li><li>• Monthly Summertown HSE Committee meetings</li></ul>	<ul style="list-style-type: none"><li>• Company information</li><li>• Project experience (specifically with LEED projects)</li><li>• Industry best practices</li><li>• Business accolades and awards</li><li>• Sharing knowledge and best practices</li></ul>
 INVESTORS	<ul style="list-style-type: none"><li>• Financial reports</li><li>• Sustainability report</li><li>• Shareholder meetings</li></ul>	<ul style="list-style-type: none"><li>• Company performance</li><li>• Economic performance</li><li>• Environmental performance</li><li>• Business accolades &amp; awards</li></ul>

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# Economic



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# Economic

(3-3, 2-27, 201-1)

## Economic performance and annual turnover

We continuously monitor our economic performance to ensure we strengthen our economic position for our stakeholders. Our focus is to maintain a viable business with sustainable financial returns which enables us to continue delivering projects, investing in growth, and contributing to the overall sustainability of the construction industry. As a small privately held company we do not disclose revenue, operating costs, direct economic value generated, or economic value distributed. However, our annual turnover change has seen a 32% decrease on last year, equating to -4% change compared to the 5-year average. Ensuring the continued achievement of our financial growth is important towards our alignment with our JOURNEY2030 goals and contribution to the national economy.

Economic	Performance		
	2021-2022	2022-2023	2023-2024
Annual Turnover (%)	+ 61% (+)	+ 51%	- 32%
ICV Score (%)	-	22.66%	25.5%
% Change in annual turnover 5-year average	+ 3%	+51 %	- 4%

## National In-Country Value (ICV) Programme

Summertown is committed to the UAE's National In-Country Value (ICV) Certification, a voluntary programme seeking to improve the sustainability of the UAE's industrial sector through economic improvements by directing higher proportions of public spending into the national economy. Whilst this is a voluntary programme, we recognise and support its importance in our long-term economic sustainability and our commitment to the community. We successful obtained our ICV certification last financial year and have been working closely with our local suppliers to increase our ICV score, as well as encourage them to pursue their own ICV certifications.





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# Sustainable Projects





# Sustainable Projects

## JOURNEY2030 Target

## 2023-24 Performance

100% of project waste diverted from landfill

58% of project waste diverted from landfill

Zero fatalities and no lost time with injuries

Zero fatalities and no lost time with injuries

Digitalise to enable 100% remote access and working & reduce paper

Cybersafe training & 33% of forms are digital

Paperless office

Mastt project management software implemented

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## Sustainable Projects

(3-3)

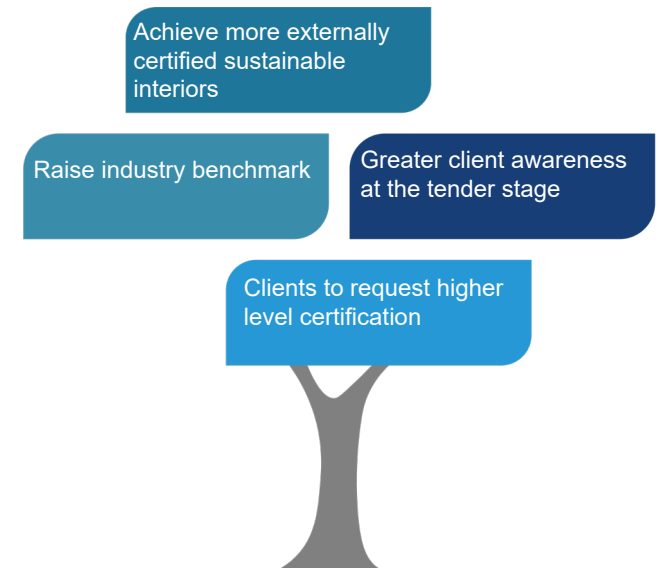
At Summertown we monitor our sustainability and environmental performance across our sites and offices. This section focuses on our performance and initiatives on a project level, towards achieving our JOURNEY2030 goal of 'delivering 100% sustainable projects'. This will be achieved by 100% of our projects meeting externally accredited green/sustainable certification standards and zero waste by 2030.

Summertown ensure the sustainability of our projects by committing to responsible procurement, waste and circulatory systems, certification, regulations, technology, health and safety, and environment. All our projects are executed in accordance with the ISO 9001:2015 accredited quality management system. We implement numerous practices across our operations and projects to minimise our negative impact on the environment. These include sustainable waste management, installing electricity meters on every project, promotion of circular economy principles and environmental monitoring of our site impacts.

LEED and WELL Certifications	Performance		
	2021-22	2022-23	2023-24
Number of completed projects	49	36	24
% of projects with externally accredited standard	27%	25%	21%
Number of new clients' requests for accredited standards & certified projects	-	5	0
% adherence to UAE construction standards	100%	100%	100%
Number of sustainable workspace workshops delivered to clients	0	0	0

Green building certifications play a vital role in supporting our commitment to delivering sustainable projects. LEED, WELL, Estidama, and Al Sa'fat provide third-party sustainable ratings to support us in evaluating our buildings and driving sustainable decisions to maximise building performance and occupant health and safety.

Summertown Interiors was the first fit out contractor in the UAE to occupy a LEED Gold certified office space. We seek to inspire our clients to adhere to the same standards and experience the benefits. Under our JOURNEY2030 goal to 'Deliver 100% Sustainable Projects' we offer free LEED certification to our clients with projects over 2,000 sqm.





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# LEED Projects



# Sustainable Projects

We have a team of experts that include LEED AP & GA certified team members that support our clients towards achieving LEED certification across the project life cycle. We implement a series of initiatives to enhance our employee capabilities and stakeholder understanding of green certifications in order to ensure the achievement of sustainability outcomes and green certifications on our projects:

- Mandatory sustainability training for staff
- Offer optional LEED Green Associate training to all staff
- Knowledge-sharing sessions through lunch-and-learn for employees to share experiences, knowledge and best practices on sustainable projects
- Sustainability-related KPIs are given to all employees which are measured during their annual performance
- Early-stage collaboration with our external stakeholders and consultants to align design and construction strategies to LEED and WELL certification requirements, including energy performance, materials sourcing, water usage, air quality, waste, etc.

This year we have completed 24 projects, in which 5 of these obtained LEED certifications under our 'over 2,000sqm' JOURNEY2030 commitment. We have also presented at several industry events to raise awareness and educate on sustainable projects, including Build Dubai and CoreNet.

## Sprinklr

23,812 sq. ft of LEED Silver certified office space for Sprinklr Middle East in Internet City. Achieved 58 LEED certification points, 15% reductions in energy use, 50% reductions on indoor potable water use, and 75% diversion of waste from landfill.

Some of the key features to support this achievement include:

Highly insulated building envelope elements

Carpooling and accessibility to local transport systems

Low flow water fixtures

Efficient lighting and HVAC systems

Recycling of construction waste

Installation of air flow monitoring devices to monitor fresh air ventilation



# Waste and Circularity

(301-2, 306-1, 306-5)

Summertown are committed to protecting the environment and preventing pollution from our projects. One way in which we do this is through sustainable waste management, following the waste management hierarchy - reducing, re-using and/or recycling project waste where possible. The majority of our waste is generated from the demolition of existing fit outs. In order to overcome this, we arrange pre-site visits for all our projects to identify materials that can be reused/recycled. Across our projects we have captured the generation of the following waste types: Blockwork, Gypsum, Concrete, Wooden products, Glass panels, Glass doors, light fittings, IT/AV equipment, furniture, MEP items, FLS, HVAC, carpets and vinyl.

We have several initiatives in place to appropriately manage these waste streams in line with the waste management hierarchy:

1. A Logistics and Waste Management Plan is developed for each project by the Project Manager and Construction Manager, approved by the Projects Director. This ensures our compliance with contractual and legislative requirements.
2. Site Instruction Form72 raised after site segregation, detailing waste quantities and designated third party collector.
3. Where possible we order materials in bulk to reduce packaging.
4. We have developed a Waste Process Map which includes a list of vetted waste vendors and collection rates to be used on our projects.
5. We measure, monitor and manage project waste and treatment for each project using our ISO Waste Tracking and Project Master Data File.
6. Record waste data within monthly HSE reports.
7. Waste segregation on site, including paper, plastics, wood, and metals.
8. Collection and recycling of plastics, metals, glass, gypsum, paper, concrete and wooden waste materials on construction sites and offices.
9. Drip trays to avoid liquid spillage and environmental contamination.
10. Obtain landfill waste receipts and recycled waste certificates from collection vendors for proof of waste disposal.

We continue to develop our waste management progress and identify new initiatives within our monthly Waste Management Committee meetings and through our participation in National Bank of Fujairah (NBF) 'Living Business' programme to support the achievement of our JOURNEY2030 goal, 'Zero waste to landfill'.

Summertown accomplished an exceptional 58% waste diversion from landfill, corresponding to 246,732kg of total waste and 142,592kg of recycled waste. We surpassed our set baseline target (set baseline was established in 2019) for 2024 seeking to divert 40% of our project waste from landfill.





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# Waste and Circularity

Material Type		Quantity (KG)	Total disposal type (%)
Concrete	Qty	630	
	Recycle		0 %
	Disposal	630	100%
General	Qty	124,972	
	Recycle	25,490	20 %
	Disposal	99,482	80 %
Wood	Qty	39,103	
	Recycle	35,63	91 %
	Disposal	3,470	9 %
Metal	Qty	79,03	
	Recycle	79,03	100 %
	Disposal	0	0 %
Paper	Qty	906	
	Recycle	876	97 %
	Disposal	30	3 %
Cardboard	Qty	1,656	
	Recycle	1,396	84 %
	Disposal	260	16 %
Plastic	Qty	382	
	Recycle	114	30 %
	Disposal	248	65 %
Gypsum	Qty	99,780	
	Recycle	65,730	66 %
	Disposal	34,050	34 %
Glass	Qty	6,390	
	Recycle	6,120	96 %
	Disposal	270	4 %
Total Waste		246,732	
Total Recycle		142,592	58%
Total Disposal			42%



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# Responsible Procurement

(204-1, 301-2, 308-1, 308-2, 414-1, 414-2)

Through our Sustainable Consumption and Production Plan Framework (2019-2030), we are committed to ensuring the sustainable and responsible procurement of materials for our projects. We prioritise the selection of materials with green credentials and locally manufactured. Working closely with our design and procurement teams, we ensure our products and services are sourced with necessary compliance documentation. Any products with potential impact to the environment or people are identified prior to delivery, stored separately, reported on Material Specification and Material Inspection forms, and included within our project risk assessments. The target set for sustainable products, including local supplies, for client purchases was 51% of total purchases and 88% for office supplies. For client purchases, we achieved the set target, however for office purchases we did not reach the set goal, but we saw a good improvement from 77% to 85% compared to the previous year in two procurement categories. We faced challenges in achieving the target as the majority of projects we executed were designed by external consultants. The design and materials were already predetermined, leaving limited flexibility to select sustainable alternatives. Wherever possible, we actively engage with local suppliers in various sectors, such as flooring, marble, glazing, gypsum materials, ceiling materials, metal works, hoarding, and protection materials, to promote local procurement.

We conduct supplier assessments with all new suppliers and subcontractors as part of our pre-qualification requirements. These assessments consist of a Pre-Qualification Questionnaire to ensure their compliance to local labour standards, business integrity, environmental performance, health and safety standards, and geographical proximity to our operations. For any locally manufactured products, we conduct background checks on the subcontractor units, and send our Quality Assurance and Quality Control team to review any joinery units to ensure factory compliance. During the reporting period, 26 of our suppliers were subject to screening, equivalent to 26% of all suppliers we have worked with. These suppliers were directly procured by us, as opposed to being specified by the project. We have not terminated any contracts within the reporting year.

Procurement	Performance		
	2021-22	2022-23	2023-24
Total number of suppliers	49	40	98
Total number of local suppliers	29	36	96
UAE-based suppliers (%)	100 %	90 %	98 %
% of sustainable purchases for offices	88 %	76 %	85 %
% of sustainable purchased for projects	49 %	50%	55 %





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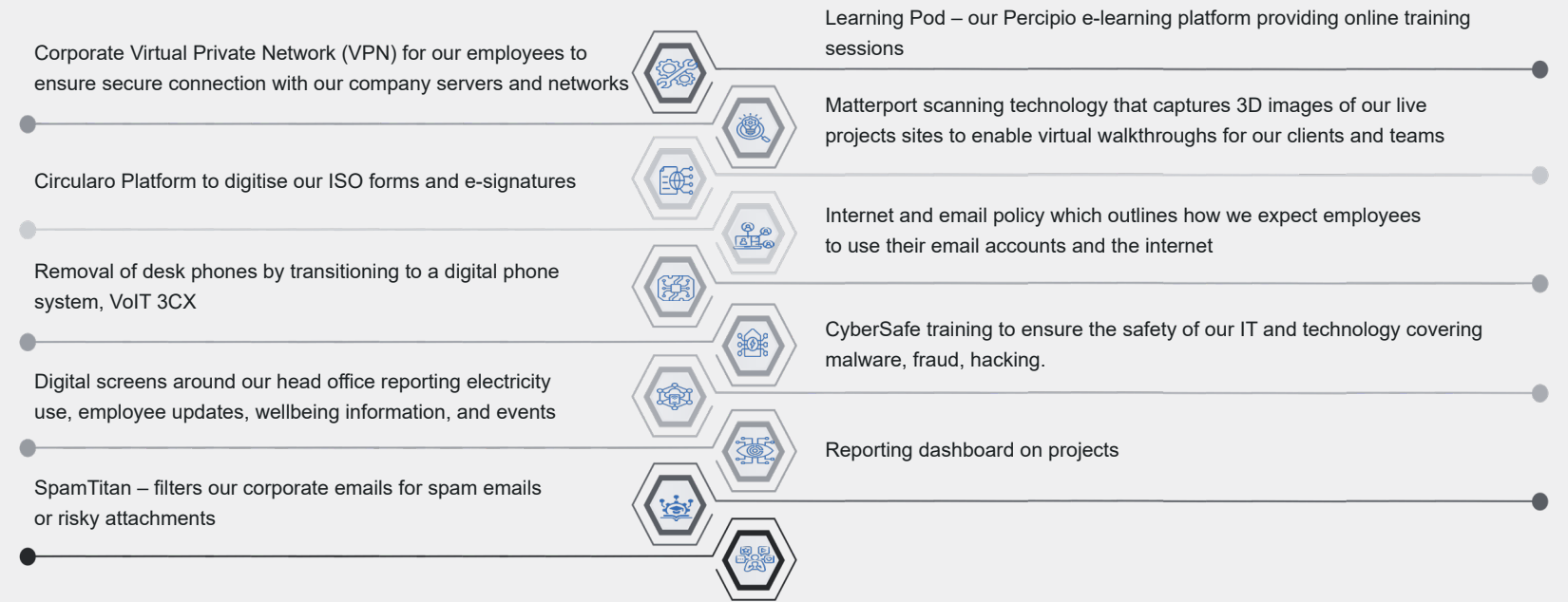
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# Technology

Technological innovations are essential to driving operational efficiency, employee experience, and sustainable outcomes. Our JOURNEY2030 goal seeks to digitise our operations to enable remote access whilst reducing paper. This year, we focused on Cyber security. Within the upgrade of our technology, we have sought to reduce our environmental and carbon footprint by partnering with an e-waste recycling company. Some of our key technological initiatives include:







# Health, Safety and Environment (HSE)

(3-3, 403-1, 403-4, 403-8)

Health, Safety and Environment (HSE) is of utmost importance to Summertown. Our HSE Charter outlines the HSE objectives and guidelines for health, safety, environment on site and in our offices. All new employees are required to have read and understood the policies and their responsibilities.

We are certified under the new international ISO 45001:2018 Occupational Health and Safety management system (OHSMS) and aligned with the UAE OHSMS National Standard. Our corporate OHSMS focuses on the whole of the organisation and is primarily focused on protecting our employees and workers from accidents, injuries, and exposure to harmful substances. We utilise the Plan-Do-Check-Act (PDCA) cycle with an overall focus on using risk-based-thinking to take advantage of opportunities and prevent undesirable results.

Our Health & Well-being Policy aligns with international and local health and safety codes of practice to ensure the protection of our employees and workers against reprisals. Our HSE policies and procedures apply to all projects, and to all employees, subcontractors, vendors, clients and partners. Any updates to our health and safety policies are communicated to our workers through Toolbox Talks, induction training, specific feedback sessions and during rewards and recognition awards. These changes are also reflected on project site noticeboards and within HSE plan/Fire safety Plan/Logistics and waste management plan/ circulations.

Our HSE performance, processes and policies are reviewed monthly within our monthly Summertown HSE Committee, comprised of eight representatives from across our Corporate Team, Management Team and project teams. Summertown's management set smart project specific HSE KPIs which are tracked in our project Master Data Trackers, including man hours worked, injuries, inspections and audits, trainings, and waste. Progress against the KPIs is reviewed and assessed monthly by the committee and our HSE Manager to identify necessary actions and improvements. We ensure continual improvement through our Material Requests Forms (MRF), enabling employees and workers to request for additional equipment i.e. first aid boxes, scaffolding, PPE, and Improvement Opportunity Request (IOR) forms identifying suggestions to improve our current policies and processes.

## Worker occupational health training includes:

(403-5)

External fire safety training



Daily Health, Safety and Environment (HSE) toolbox talks



Scaffold training



Generic trainings conducted through TBT (including working at height and manual handling)



External trainings conducted in the language best understood by the workers



First Aid at work with CPR



Provided with PPE, work uniform, any tools required, and accommodation room



Internal trainings conducted and translated in the language they understand

# Health, Safety and Environment (HSE)

(403-9, 403-10)

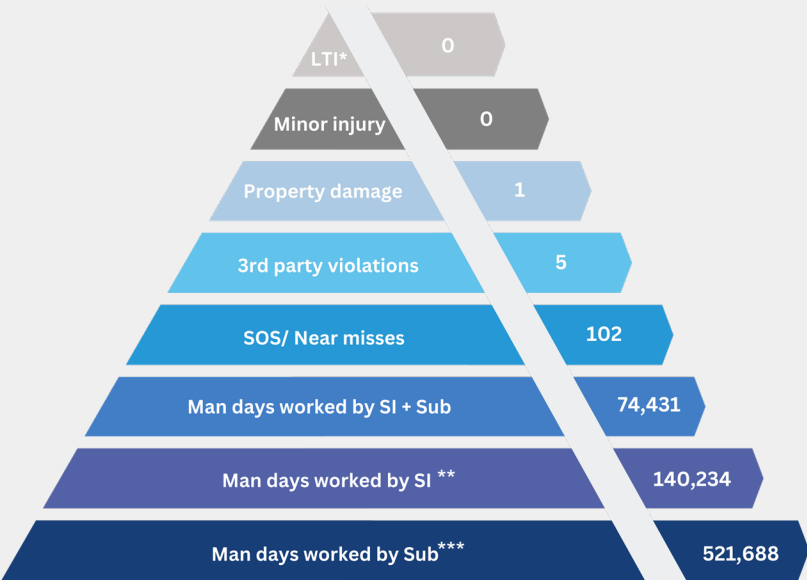
The main type of work-related injuries experienced include cuts, lacerations resulting from sharp objects, tools and machinery used at site. The use of step ladders has also been identified as a risk with high consequence. We have taken several measures to reduce these risks by eliminating the use of step ladders on our project sites and introducing the use of podium steps as a safer means for low level work at height platforms. This year we are proud to report that we had zero recorded fatalities and five first aid cases which included finger and arm scratches.

## Risk Assessment

(403-2, 403-3, 403-7)

Summertown have a detailed Hazard Identification & Risk Assessment procedure to identify work-related hazards and risks in our own operations and across our supply chain. This process is managed by our HSE manager. A project-specific HSE Training Needs Analysis is conducted in order to determine appropriate risk-based training requirements for the project.

We conduct a systematic risk assessment on each project, having dedicated project risk registers to capture all activity-based hazards and risks. The risk register is used to guide our project Method Statements and Risk Assessments to reduce the risks and impacts on the construction activities. We engage with suppliers on project-specific topics, including working at height, use of power tools, fire safety, housekeeping and materials stacking on site, as well as storage and handling of chemicals. If a dangerous situation is identified by employees or contractors, we encourage them to report these immediately. In case a hazardous situation is identified, necessary control measures for mitigation are put in place.



\* LTI: Lost Time Injuries; \*\* SI: Summertown Interior; \*\*\* Sub: Subcontractor



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# Environment





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# Environment

(3-3)

Summertown is committed to reducing our impact on the environment. This is done by setting annual targets for our office energy consumption, water consumption, and waste diversion from landfill. Fostering a culture of sustainability is a top priority. As such we work closely with our employees and clients to achieve our JOURNEY2030 goals. Weekly meetings are held with the management team, where discussions on sustainability goals are a top priority. These meetings allow for a more consistent review of our goals. The bi-annual Team Talks are constructed to elevate sustainability and environmental consciousness in the Summertown community.

# Climate Change

(3-3)

We believe in our contribution to the UAE goal of Net Zero by 2050. These goals are also in alignment with the Paris agreement. To assist us in reaching these goals we have implemented the use of ISO 9001:2015 quality management system. Our internal communication channels also feature sustainability messages and updates, which highlights our efforts.

Along with LEED (Leadership in Energy and Environmental Design), we believe in promoting transparency in our resource consumption. Our awareness programme for employees is an essential part to ensuring alignment with our practices and our sustainability goals. We conduct training for all staff and promote environmentally friendly practices to clients.



Office	Performance		
	2021-22	2022-23	2023-24
% office waste diverted from landfill	73 %	72.5 %	40.3 %
Office energy intensity (kWh per person)	2,453	1,831	2,094
Office GHG emissions intensity (kg CO2e per person)	1,164	869	838
Water intensity consumption (m3 per person)	15	12	8.39

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Electricity

(302-1, 302-2, 302-3, 302-4, 302-5)

Summertown has been actively tracking its electricity consumption for nine years. The electricity consumption is reported using the monthly government bill received from DEWA (Dubai Electricity and Water Authority). To encourage employee participation in reducing the amount of energy used the data is displayed in the main office. In line with our commitment to reducing our carbon footprint, a study was conducted on implementing renewable energy at Summertown. The results of this study found that currently it is not a feasible option to implement renewable energy, such as solar panels. However, we will reassess this as the technology improves.

By following the guidelines set out by LEED EBOM (Leadership in Energy and Environmental Design - Existing Building Operations and Maintenance), we were able to avoid significant increase in the electricity consumption during this reporting period. This achievement was possible thanks to the efforts of the employees, supporting our energy use reductions strategy. This consisted of using energy-efficient desk lighting, pro-actively shutting down the AC systems during holidays, implementing a remote working policy, and regular awareness campaigns that inform on best practices.

Electricity purchased from DEWA (kWh)	2021-2022	2022-2023	2023-2024
	137,440	137,360	138,240
Electricity purchased from DEWA per (office based) employee (kWh)	2021-2022	2022-2023	2023-2024
	2,712	1,831	2,095





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SUMMERTOWN

# Water Management

(303-1, 303-2)

Water production in the UAE mostly comes from desalination plants, the most widely practiced method is reverse osmosis (RO). This process is very energy costly, to lessen the impact on the environment Summertown implemented the installation of ‘Quooker’ water taps in our head office. This system is directly attached to the government water supply, which allows for an independence from bottled water. This significantly reduces the environmental impact as it bypasses the bottling, transport, and distribution of said plastic bottles. For health and safety, there are regular water testing and tank cleanings. This is all in alignment with the LEED EBOM and WELL standards. To track water consumption, the monthly government invoices are used.

Some of the initiatives Summertown has implemented to conserve water, include the use of a dishwasher, the installation of low-flow aerator tap, and other retrofittings that align with LEED EBOM policies, and the redirection of condensation from AC units into the garden. Summertown also installed two water meters to track water consumption, one to track the external water use in the garden, and one for internal water use. By implementing these practices, we were able to reduce our water consumption in line with our JOURNEY2030 vision.

Water purchased from DEWA (m3)	2021-2022	2022-2023	2023-2024
	818	910	553
Water purchased from DEWA per (office based) employee (m3)	2021-2022	2022-2023	2023-2024
	15	12	8.4

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Fuel

(303-1, 303-2)

Summertown’s fuel consumption is for the purpose of its company vehicles and emergency use diesel generator. Summertown vehicles are primarily used for site visits and to transport site workers to their projects. This year Summertown sold one diesel vehicle and acquired two petrol vehicles. This change in the fleet is reflected in the increased petrol consumption and reduce diesel consumption. We finished the year with 10 vehicles consisting of buses, trucks, and pick up vans.

	2021-2022	2022-2023	2023-2024
Diesel consumed (L)	13,432	12,846	9,021

	2021-2022	2022-2023	2023-2024
Petrol consumed (L)	31,531	32,517	42,684

	2021-2022	2022-2023	2023-2024
Generator diesel consumption (L)	5	5	7.6



# Greenhouse Gas (GHG) Emissions

(3-3, 305-1, 305-2, 305-3, 305-4, 305-5)

Summertown owns ten vehicles which are primarily used for site visits and site workers' commutes. Fuel consumption and travel distance of those vehicles are measured and monitored by the admin team. To promote responsible practices, we have designated green parking spaces with free electric charging stations at our head office for hybrid and electric vehicles. We also have two dedicated parking spaces for carpool vehicles at the front of the office to encourage employee carpooling.

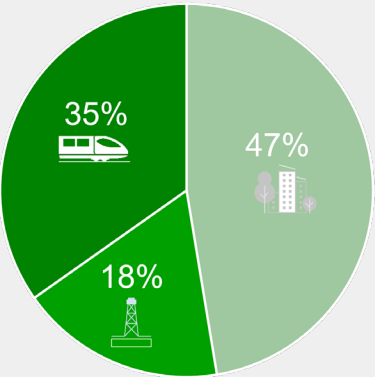
Our greenhouse gas assessment has been conducted in line with the Greenhouse Gas (GHG) Protocol. Greenhouse Gas (GHG) emissions are assessed based on three scopes:

- Scope 1 encompasses our direct emissions from owned or controlled sources. For example, from our 10 company owned vehicles
- Scope 2 captures Summertown's indirect emissions from the generation of our purchased energy from Dubai Electricity & Water Agency (DEWA).
- Scope 3 emissions are our other indirect emissions that occur from sources not owned or controlled by Summertown, distributed up and down stream within the supply chain of our operations. Summertown currently only capture for our commuting emissions, both "green" and "non-green" travel.

In the last year, our carbon footprint has reduced by 31,656 kg CO2e. This reduction is a result of our implementation of the following initiatives:

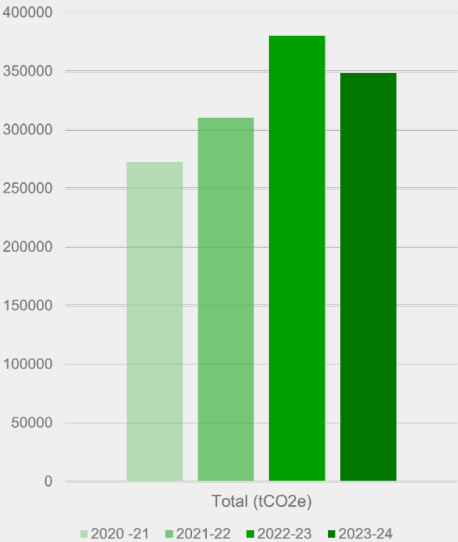
- Parking spaces designated for electric or hybrid vehicles to encourage the use of electric vehicles
- Reserved parking spaces for carpooling vehicles to encourage green commuting
- Sold one diesel vehicle and purchased two new petrol vehicles, leaving us with only two diesel vehicles in our company fleet.

Emission breakdown



Scope 1 (kg CO2e) Scope 2 (kg CO2e) Scope 3 (kg CO2e)

Total kg CO<sub>2</sub>e



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# Greenhouse Gas (GHG) Emissions

(3-3, 305-1, 305-2, 305-3, 305-4, 305-5)

Emission Type	Source	Performance		
		2021-22	2022-23	2023-24
Scope 1 (kgCO <sub>2</sub> e) Direct Emissions	Petrol and Diesel & Refrigerants	116,900	117,700	146,988
Scope 1 GHG Emissions per employee (kgCO <sub>2</sub> e)		2,435	1,569	2,227
Scope 2 (kgCO <sub>2</sub> e) Indirect Emissions	Purchased electricity for the Dubai office and workers accommodations	55,870	65,200	62,090
Scope 2 GHG Emissions per employee (kgCO <sub>2</sub> e)		1,164	869	940
Scope 3 (kgCO <sub>2</sub> e) Value Chain Emissions	Employee Commuting*	131,300	192,400	139,570
Scope 3 GHG Emissions per employee (kgCO <sub>2</sub> e)		2,735	2,565	3,541
Total Scope 1,2 and 3 GHG Emissions (kgCO <sub>2</sub> e)		304,070	375,300	348,674
Total GHG Emissions per employee (kgCO <sub>2</sub> e)		6,334	5,004	6,709

\* Employee commuting was calculated utilising the survey that was sent to office employees. As there were only 50 people who replied to the survey the scope 3 emissions were scaled up to reflect the size of the office and true emission value.



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# Waste Management

(3-3, 305-5, 306-2, 306-3, 306-4)

One of the JOURNEY2030 objectives is to achieve zero waste to landfill in both our offices and projects. We categorise and record our waste by material type (plastic, aluminium, and paper) and disposal method (landfill, recycling, and composting).

The office waste is managed using LEED EBOM (Existing Buildings: Operations and Maintenance). The amount of waste produced at the office is tracked and recorded on a weekly basis. The weekly weighing system allows for a dynamic and ever improving system. We are partnered with Imdaad for collection and management of our landfill and recyclable waste. By using one company we hope to reduce the carbon footprint associated with the collection of our waste produce. In order to reduce and optimise our waste products, the following initiatives have been implemented:



## Recycling

We sort our recycling into three categories: paper, plastic, and aluminium which is collected by IMDAAD



## Composting

We use an Aerobin to compose coffee grounds, teabags, left over fruit, and garden waste. We also encourage our employees to bring grass and left over fruit and vegetables from their homes. The composted waste is used in our gardens as fertiliser for our employee planters to grow herbs and vegetables.



## E-waste collection

We partner with Green Colour code, who ensures that our e-waste is recycled safely and securely.



## Communicating our data

We display our weekly waste data on the screens in the office to encourage behaviour change and raise awareness of our office impacts.

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# Waste Management

Our total volume of waste sent to landfill has increased by 74% compared to the previous year. This is a result of our new wellbeing initiative in the office, a kiosk, which sought to provide healthy lunch options to our employees but consequently resulted in significant waste production and was removed.

Our waste management efforts have been recognised by the National Bank of Fujairah (NBF) achieving their waste management certification in 2023. (See right)

Waste Category – Office Waste	Performance		
	2021-22	2022-23	2023-24
General Waste (kg)	287	344	463
<b>Total Waste (kg)</b>	<b>1,070.7</b>	<b>1,244</b>	<b>1,150</b>
Electronic Waste (kg)	276	1,129	623
E-waste diverted from landfill (%)	-	100 %	100 %
Paper (kg)	688	765	537
Plastic (kg)	92	127	120
Aluminium (kg)	4.3	8.6	31.1
Total weight of re-used or recycled waste (kg)	784	901	687.6





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# Social







# Social

(3-3)

In line with our JOURNEY2030 goal, we have been working to improve our employee experience and office culture. This year, we are proud to have officially been certified as a ‘Great Place to Work’. Our health, wellbeing and CSR activities are set up with the support of our Employee Resource Group, a volunteer working group consisting of representatives committed to drive wellbeing and collaborative social engagement through sports, CSR, environmental, charity, and D&I initiatives.

Social	Performance 2023-2024
% Turnover rate (voluntary & involuntary)	52 %
Longevity (+5 years)	51.5 % office employees have 5 years or more service. 62.7 % workers have 5 years or more service.
Number of nationalities (office and site employees)	14
% Gender (number of females in the business)	35 %
% of employee's who would recommend Summertown as an employee	88 %
Average training days per employee p.a.	2.4 days
Annual vet of recruitment agency	100 %
Employee grievance procedure	0
Annual check of sub-contractors	100 %
% employees pass Human Rights training	100 %
% employees with LEED qualification (office-based)	34 % (16)
Sustainability training completed	100 %

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# Employee Benefits

(401-2, 402-1)

We offer our employees and workers a range of benefits to support their livelihoods, contribute towards improving wellbeing, and show our appreciation for their continued hard work. Gratuity, overtime and maternity leave are calculated on the basic salary. Our sick leave benefits are provided in line with Labour Law Requirements and in line with MOHRE's rules, we provision employees end of service gratuity (EOS) and do not provide retirement plans. Employees are notified a minmum of one month in advanced of any changes to their employment, role, or benefits. We encourage longevity at Summertown through additional leave benefits and financial vouchers. Employees with five years of service receive an additional three days leave, while employees with ten years of service receive five additional days.

Benefits		
	Workers	Staff
Accomodation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Accommodation Allowance	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Annual Leave	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Annual Airfare Allowance	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Basic Pay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bi-annual Air Tickets	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Compassion Leave	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
EID	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Emergency leave	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Longevity Leave	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Medical Insurance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Overtime	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Parental Leave	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Public Holidays	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sick Leave	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Telephone Allowance	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Transport Allowance	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Unpaid Leave	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Visa	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

# Maternity and Parental Leave

(401-1, 401-3)

Our female workers are entitled to 60 days maternity leave. During the first 45 days of maternity leave female workers receive full wage, followed by 15 days of half pay. We also have a part-time working approach in place which can be adopted in coordination with the employee's direct managers. Our office is also equipped with a private shower and wellness room for nursing mothers to use for privacy and comfort.

Additionally, Summertown provides parental leave of five working days to both male and female employees in line with the Ministry of Human Resources and Emiratisation (MOHRE) labour law. The leave should be taken within six months from the birth of the baby.

This year we have had no maternity leave taken, but two employees took paternity leave. Of these individuals 100% came back to work after the completion of this leave resulting in a 100% retention rate from parental leave.

Number of employees that were entitled to and took to parental leave	2021-2022	2022-2023	2023-2024
	2	5	2

100% of male and female employees that were entitled to parental leave took it



# Employee Health and Wellbeing

(403-6)

Health and Wellbeing is one of our JOURNEY2030 goals, prioritised to support the productivity, motivation and engagement of our colleagues, in turn reducing sick days and turnover. Our Summertown Health and Wellbeing Programme aims to reduce stress, boost morale, enhance retention, promote a healthy lifestyle, improve employee engagement and teamwork. As part of this programme, we aim to organise at least six health and wellbeing initiatives in a year, offering a mix of physical, financial, and mental health initiatives tailored to our employee needs. The wellbeing of our employees is also supported by policies and procedures in our Employee Handbook, Workers Handbook, Health & Wellbeing Policy, Annual Leave Policy, and Code of Conduct.

## Additional actions include:

Where overtime is required, workers are paid overtime in accordance with UAE Labour Law

Transportation is provided to and from site with our Summertown buses

Reduced working hours during Ramadan

Routine management inspections of worker accommodation to ensure safe and adequate quality of facilities

Entitled to one air ticket after every two years' of service

Annual workers away day, this year was spent in the desert on a safari.

Provided gift bags by our office-based employees during Ramadan

Provided cricket equipment to encourage team cricket matches



Medical insurance is provided to all our employees, covering physical and mental health, in addition to counselling services

WELL Health & Safety Certification for our head office in Dubai

Annual on-site doctor for health checks and flu jabs prior to start of flu season

Office garden for employees to grow their own plants and take a break from their desk

Active CSR sessions, including collecting waste in the desert

Subsidised weekly yoga classes continued during the year to promote physical health

Subsidised sports activities including cross-industry football games, internal cricket team, office table tennis tournaments

Remote working policy to enable employee's flexibility to adapt their working environment for personal or work-related reasons

Bi-annual employees away day, this year was spent at a hotel where the team ran teambuilding sessions and a boat

Employee health and wellbeing initiatives including desert safari, sound healing, sports activities, and financial planning workshops

Healthy breakfast every quarter alongside guest speakers



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# Feedback and grievance mechanism

(403-3, 2-26)

Our corporate grievance procedure applies to any genuine or imaginary feeling of injustice or dissatisfaction with their work experience. Any grievances should be raised to an employee’s manager who has 10 days to action the raised concern. If the concern is not addressed within the first 20 days of the incident being raised, the grievance should be submitted to their superior via our ISO Employee Grievance Form and later escalated to HR and our Managing Director. During the reporting period, no specific critical concerns were reported, indicating a positive work environment where employees feel comfortable and supported.

In terms of feedback Summertown conduct annual employee engagement surveys with ‘Great Place to Work’ to evaluate our employee satisfaction and identify opportunities for improvement. This year 88% of our employees identified Summertown as a ‘Great Place to Work’. Our top-rated areas include Corporate Image (87%), Intimacy (86%), Camaraderie (85%), and Hospitality (85%). We have also identified several areas for improvement, including Fairness, Equity and Impartially which will be discussed by our management team and sought to be addressed in the next financial year.

Turnover rate	Performance	
	2022-23	2023-24
Turnover rate for all male employees (%) - Office based	82 %	27 %
Turnover rate for all female employees (%) - Office based	18 %	20 %
Turnover rate for all employees (%) - Office based	7 %	47 %
Turnover rate for all Male employees (%) - Site based	20 %	5 %

The feedback from these surveys supports in guiding our trainings, policies and company initiatives for the upcoming year. In addition to this, we conduct 360 feedbacks for our people managers and Corporate Team on a regular basis.

100% of our office and site-based employees receive annual performance and career development reviews to guide development planning and performance improvement initiatives and obtain feedback. The Corporate Team performance specifically is reviewed against their sustainability related goals and objectives. In response to these evaluations, we document meeting minutes, assign actions, and review progress on any necessary actions and changes to improve performance.



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# Recognition

(2-25, 2-26, 3-3, 406-1)

Summertown believe in rewarding good performers through increments. In addition to this, we have a peer-to-peer recognition system that enables colleagues to nominate one another for outstanding effort and behaviour. We believe this is important towards motivating our employees, encouraging collaboration, and increasing morale. To encourage participation, we provide gifts to the three most recognised employees annually.

For our workers, we issue monthly performance cash awards for 'Employee of the month' and 'Most Improved' across all our sites, in addition to monthly H&S awards, offering cash or pre-paid credit cards for the best performing workers.

# Non-discrimination

(2-25, 2-26, 3-3, 406-1)

We take incidents of discrimination seriously and believe in fostering an inclusive and respectful work environment for all employees. We have a policy in place that explicitly states our commitment to non-discrimination and anti-harassment. This policy serves as a guideline for all employees, outlining the expected behaviour and consequences for violations. During the reporting period, no incidents of discrimination were reported, indicating a positive work environment where employees feel comfortable and supported.



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# Diversity and Equal Opportunity

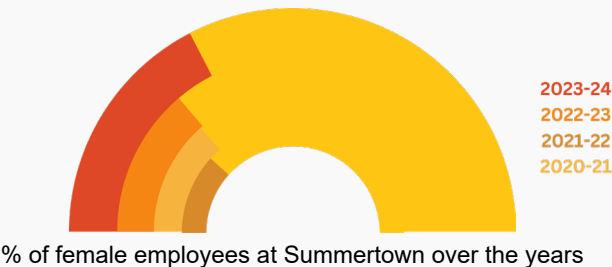
(3-3, 404-2)

At Summertown, one of the core values is diversity and equal opportunity. We embrace the different backgrounds and perspectives that each individual brings to our team. We celebrate a workforce that embraces people of different religions, race, gender, or nationality. Not only do our inclusion practices drive innovation and enrich our decision-making process, they also improve employee engagement and retention. This year we established a Versatile Wellbeing Room on the first floor of our office to provide a designated area for quiet time, privacy, recuperation, and escape from the office noise for prayers, returning mothers and general wellbeing.

To encourage individuals to embody our values we adhere to internal policies such as the Code of Conduct, Employee Handbook, and our Grievance Policy. To address any possible biases, we conduct trainings for managers that assist with cross-cultural management. All employees must complete an unconscious bias training.

To promote employee engagement, we formed a diverse group that joined forces with HR and curated the health and wellbeing agenda. We assess our progress by conducting bi-annual reviews, assessing engagement scores, and carrying out monthly evaluations. Annually we conduct pay reviews, grade banding, and salary reviews. To ensure that this process is fair, the salary bands are based on internal and external benchmarks and are not dependent on nationality.

While the construction industry is traditionally male dominated, we are proud to say that 35% of our office based employees are female. This is something that we are continually improving on but acknowledge there are challenges in reaching our goals. However, our inclusive practices are exemplified in our governance body. The governance body of Summertown has a 50:50 male to female ratio. We also review the nationality distribution, and continually expand the number of nationalities in our team.



% of female employees at Summertown over the years



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# Diversity and Equal Opportunity

Some of the events hosted this last year include:



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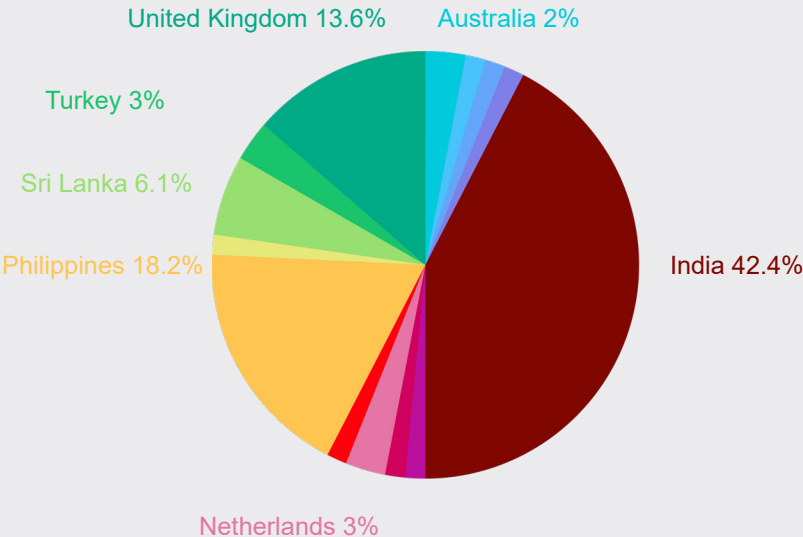
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Employee Breakdown - Office-Based Employees  
(2-7, 202-2)

Category	Gender		Age		
	Female	Male	Under 30 years old	30 - 50 years old	Over 50 years old
Governance body	50 %	50 %	11 %	71 %	18 %
All employees	35 %	65 %	11 %	71 %	18 %
Senior	50 %	50 %	11 %	71 %	18 %
Middle	52 %	48 %	0 %	83 %	17 %
Junior	23 %	77 %	5 %	71 %	24 %
Workers	0 %	100 %	15 %	70 %	15 %



Employee Details - Office and Site-Based Employees



Total Number of full-time employees



Total Number of full-time male employees



Total number of all newly hired employees



Number of newly hired male employees







# Remuneration

(2-19, 2-20, 2-21, 2-25, 2-26, 3-3, 201-3, 406-1)

Our remuneration policies (including termination payments, clawback, and retirement benefits) are set in alignment with UAE law, ensuring fair and equal remuneration for our employees. Our remuneration is dependent on individual and company performance and achievement of their sustainability goals. We reward performance, qualifications, and skills, free from gender bias. Our working hours, overtime, and leave policies align with labour laws to see that employees receive appropriate compensation and benefits as per the regulations set by the Ministry of Human Resources and Emiratisation (MOHRE) and Jebel Ali Free Zone Authority (JAFZA). Our remuneration policies for the highest governance body and senior executives are comprised of fixed payments, with no sign-on bonuses or recruitment incentive payments offered. Our sales team utilise a commission based performance system, and the MD and GM are provided performance-based bonuses.

Remuneration	Age		
	Senior	Middle	Junior
Ratio of basic salary of women to men	- 5 %	0.0 %	2.9 %
Ratio of remuneration of women to men	-7.8 %	-1.0 %	0.70 %

# Fair recruitment practices

Summertown is dedicated to ensuring fair recruiting practices are upheld. We maintain non-biased recruiting practices. We collaborate with recruitment agencies to ensure a rigorous vetting processes to ensure ethical selection of candidates. We use methodologies that enable us to evaluate candidates objectively and make our selections based on merit. All our practices align with both the Jebel Ali Free Zone rules 2020, and the UAE MOHRE labour laws.







# Education and training

(404-1, 404-3, 404-4)

Summertown seeks to continually invest in its people through training to facilitate improved performance, enable skill development, improve employee experience, and enhance our competitive edge. We offer a variety of training opportunities to support their development and deliver high quality services to our customers. Our comprehensive Training Matrix details the relevant training requirements for all job categories.

Summertown use Percipio for as our primary learning management system, enabling us to deliver mandatory sessions as well as issue monthly training modules as needs arise. Additional training needs are identified during annual performance appraisals and obtained following manager, HR and MD approval. Our mandatory training is provided to every new starter and is re-acknowledged every year, covering:

- Our Code of Conduct
- Customer Journey
- Human Trafficking
- JOURNEY2030
- Cyber Security

Category	Gender	
	Female	Male
Average hours of training per year per employee	9.00	17.00
Average hours of training per year per worker	0	15.42

## Office

- Employee wellbeing training is conducted on a regular basis to educate our employees and managers how to spot the signs and support our employees
- First aid training
- Unconscious bias training
- People Managers training for managers covering leadership and managing difficult conversations
- Career and Personal Development Planning
- Stashaway Financial planning

## On-site

- First aid CPR and AED Highfield
- Scaffolding
- Fire safety
- Portable Appliance Training
- English lessons for workers through the Eton institute

### English Language Training

In June, 22 of our workers participated in ten weeks of English language training with **Eton Institute** covering formal and informal communication. Of the 19 workers that passed, one scored 100%.

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# Sustainability training

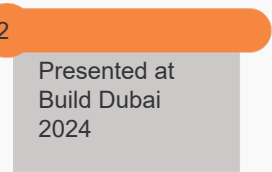
Sustainability training is crucial towards the upskilling and development of our employees to address environmental and social issues, integrate sustainability within our operations and meet our sustainability targets. This year we introduced our mandatory ‘Sustainability’ training, purposely developed for Summertown with the help of the ‘Living Business Programme’ to upskill our employees and support the achievement of our JOURNEY2030 goals. Delivered on our e-learning platform, Percipio, the training covers UNSDGs, JOURNEY2030, stakeholder roles towards sustainable outcomes, and our seven material issues. We also offer LEED Green Associate training to all our employees to better support our clients towards achieving green building certifications and their sustainability targets. This year 26 people took the course, of which 20 people took the exam and 16 people have passed.

We also partake in a lot of external sustainability events to educate ourselves on new trends and opportunities, as well as raise awareness of sustainability and inform the industry on how to embed sustainable design and operations, utilising our own knowledge and experience. Some of our events across 2023-24 include:



1

Design  
Middle East  
Sustainability  
Forum



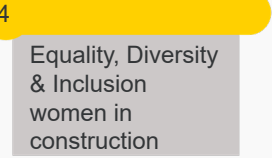
2

Presented at  
Build Dubai  
2024



3

JLL panel  
about Diversity,  
Equality &  
Inclusion



4

Equality, Diversity  
& Inclusion  
women in  
construction



5

Presented at  
CoreNet Global  
Middle East 2024

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# Sustainability training



## Sustainability training with Turner & Townsend

In December, we had **Turner & Townsend** deliver Sustainability Training to our office employees followed by a networking session with a healthy breakfast spread. The training covered global, regional, and local sustainability, net zero initiatives, sustainable strategies, and COP28 outcomes.



## National Bank of Fujairah ESG knowledge series

Joshua Walker, Projects Director and Krystal Fernandes, Project Manager educated the industry on integrating sustainability into your workplace and construction practices through LEED, and corporate strategy to support the environment, employee well-being, and productivity



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# Human Rights





# Human Rights

(3-3, 409-1)

Summertown places a great importance in fostering inclusivity and supporting social justice, placing human rights at the heart of our business. It is our belief that every individual, both in our organisation and outside of it, should be treated with equality, dignity, and respect. Furthermore, disregarding human rights and ethics faces legal liability which could incur financial fines and consequently impact our performance and reputation. As such, we do not accept any violation of Human Rights at Summertown. By ensuring fair salaries, healthy working conditions, and arming employees with the correct training, we foster innovation within our organisation.

We have a designated JOURNEY2030 target to train 100% of our employees in Human Rights. In order to achieve this, we have designed a bespoke e-learning course on Human Rights and Human Trafficking which is delivered through our Percipio training platform, and is mandatory for all office-based staff. We have implemented a post-course assessment which requires a minimum pass score of 70%. The e-learning module covers the topics of identifying and reporting violations, placing an emphasis on third-party or subcontractor activities.

The welfare of our migrant construction workers is also a priority, as we recognise their increased vulnerability. In order to ensure that their accommodation not only complies with government requirements but also guarantees the comfort and security for our workers, we do ad-hoc inspections and scheduled annual inspections of the accommodations.

Human rights	Performance		
	2021-2022	2022-2023	2023-2024
Number of hours of Human Rights training	140	70	76
Pass rate for Human Rights Training	100%	100 %	100%
% of employees trained in Human Rights policies	100%	100%	100%





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# Community







# Community Service Responsibility

(3-3, 203-1, 413-1, 413-2)

Summertown is committed to bringing value to the communities we are operating in. We believe that one of the best ways is by supporting our employee's ability to participate in the wider community. This sometimes comes in the form of volunteering in programmes that enhance the quality of life of others. We have developed the Summertown Employer Supported Volunteering Scheme, which encourages all employees to 'give back and support their community'. To foster the community, Summertown employees are given two days of paid leave annually to participate in voluntary activities during the working hours. Some of those activities include desert clean ups, volunteering with animals, and supporting vulnerable groups in the community.

Summertown also participates in community investment projects. These projects range from cash donations to various charities, an employee matched funding scheme, volunteer projects, and free workshops informing how to better integrate CSR into other businesses. In order to assess the success of these projects Summertown measures and monitors the performance. The assessments are done on a short, medium, and long-term basis.



External events as showcased to the right



Mashreq Podcast



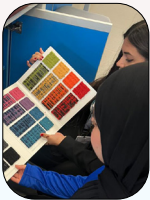
COP28's effect on the design and construction industry



Thrift for good



Workshops



03  
23

## Amity University Dubai

*We donated unused samples and materials to the students of Amity University Dubai. We also conducted a career day talk with the students.*



03  
23

## Ramadan

*During Ramadan we honour our hard-working construction team. To show our appreciation to them and acknowledge all their hard work they were gifted a small token of appreciation on the last day of Eid.*



06  
23

## Sanad Village Dubai

*This was part of a Key2Enable initiative, in which our employees learnt about an assistive technology tool that helps children of determination communicate.*



01  
24

## Desert clean up with Dubai Municipality

*In partnership with Dubai Municipality, Living Business and IMDAAD Group, our team took part of a desert clean-up which collected 123 kg of waste.*

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# Transparency & Anti-Corruption





# Code of Conduct

(3-3, 205-1, 205-2, 205-3)

Summertown’s Code of Conduct (CoC) embeds our commitment to operate ethically and legitimately in line with the UAE’s policy regulations. Our CoC sets the expectations and guides our ethical approach to our day-to-day operations by focusing on areas such as conflict of interest, anti-corruption, gifts and hospitality, managing sensitive information, non-discrimination, customer relationships, health & safety, and diversity. This policy applies to all employees and is declared annually by 100% our employees and Corporate Team, enforced by our MD. All External Business Interests (EBIs) need to be declared in writing to the MD, HR Director, and direct manager.

We define “Critical Concerns” as those impacting the business’s creditability, ability to conduct business, our financials, placing any employee in danger, breaching employee, and/ or human rights or precautionary principles for environmental protection are not adhered to. All critical concerns are communicated weekly to the Corporate and management teams through team meetings. Additionally, shareholders, the corporate team, and all employees are updated on changers and updated in bi-annual meetings and reports. During the reporting period we have had no confirmed incidents of corruption and no issues with non-compliance in the marking of our services.

Transparency & Anti-corruption	Performance		
	2021-2022	2022-2023	2023-2024
Number of incidents reported	0	0	0
% undertook training with 80% pass rate	-	100 %	100 %





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# GRI Content Index

For the Content Index - Essentials Service, the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for our disclosures are aligned with the appropriate sections in the body of the report.

Statement of use	Summertown Interior has reported in accordance with the GRI Standards for the period from 1st April 2023 - 31st March 2024
GRI 2 used	GRI 2: Foundation 2021
Applicable GRI Sector Standard(s)	Not applicable as no GRI Sector Standards have been released for the fit-out/interior design sector yet.

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION		
			Requirements	Reasons	Explanation
GENERAL DISCLOSURES					
GRI 2: General Disclosures 2021	2-1 Organizational details	8, 9, 16			
	2-2 Entities included in the organization's sustainability reporting	4, 8			
	2-3 Reporting period, frequency and contact point	4			
	2-4 Restatements of information	4			
	2-5 External assurance	4			
	2-6 Activities, value chain and other business relationships	4, 8			
	2-7 Employees	4, 49			
	2-8 Workers who are not employees	4			
	2-9 Governance structure and composition	10			
	2-10 Nomination and selection of the highest governance body	10			
	2-11 Chair of the highest governance body	10			
	2-12 Role of the highest governance body in overseeing the management of impacts	10			
	2-13 Delegation of responsibility for managing impacts	10			
	2-14 Role of the highest governance body in sustainability reporting	4, 10			
	2-15 Conflicts of interest	10			
	2-16 Communication of critical concerns	10, 16			
	2-17 Collective knowledge of the highest governance body	10			
	2-18 Evaluation of the performance of the highest governance body	10			
	2-19 Remuneration policies	50			

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GRI 2: General Disclosures 2021	2-20 Process to determine remuneration	50			
	2-21 Annual total compensation ratio	50			
	2-22 Statement on sustainable development strategy	6, 7, 12			
	2-23 Policy commitments	11, 14, 15			
	2-24 Embedding policy commitments	11, 14, 15			
	2-25 Processes to remediate negative impacts	46, 50			
	2-26 Mechanisms for seeking advice and raising concerns	45, 46, 50			
	2-27 Compliance with laws and regulations	14, 20			
	2-28 Membership associations	8			
	2-29 Approach to stakeholder engagement	16, 17, 18			
	2-30 Collective bargaining agreements	N/A		Legal prohibitions	Collective bargain agreements are prohibited under national UAE law.

#### MATERIAL TOPICS

GRI 3: Material Topics 2021	3-1 Process to determine material topics	16			
	3-2 List of material topics	16			

#### ECONOMIC

GRI 3: Material Topics 2021	3-3 Management of material topics	20			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	20			
	201-3 Defined benefit plan obligations and other retirement plans	50			
	203-1 Infrastructure investments and services supported	57			

#### SOCIAL

GRI 3: Material Topics 2021	3-3 Management of material topics	42, 46, 47			
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GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	NA		Not applicable	There is no minimum salary stipulated in the UAE Labour Law, it is only broadly mentions that salaries must cover basic needs of the employees.
	202-2 Proportion of senior management hired from the local community	49			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	43			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	43			
	401-3 Parental leave	43			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	51			
	404-2 Programs for upgrading employee skills and transition assistance programs	47			
	404-3 Percentage of employees receiving regular performance and career development reviews	51			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	47			
	405-2 Ratio of basic salary and remuneration of women to men	50			
SUSTAINABLE PROJECTS					
GRI 3: Material Topics 2021	3-3 Management of material topics	23, 30			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	28			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	26			
	306-2 Management of significant waste-related impacts	39			
	306-3 Waste generated	39			
	306-4 Waste diverted from disposal	39			
	306-5 Waste directed to disposal	26			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	28			
	308-2 Negative environmental impacts in the supply chain and actions taken	28			



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GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	30			
	403-2 Hazard identification, risk assessment, and incident investigation	31			
	403-3 Occupational health services	31, 45			
	403-4 Worker participation, consultation, and communication on occupational health and safety	30			
	403-5 Worker training on occupational health and safety	30			
	403-6 Promotion of worker health	44			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	31			
	403-8 Workers covered by an occupational health and safety management system	30			
	403-9 Work-related injuries	31			
	403-10 Work-related ill health	31			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	28			
	414-2 Negative social impacts in the supply chain and actions taken	28			
TRANSPARENCY & ANTI-CORRUPTION					
GRI 3: Material Topics 2021	3-3 Management of material topics	59			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	59			
	205-2 Communication and training about anti-corruption policies and procedures	59			
	205-3 Confirmed incidents of corruption and actions taken	59			
ENVIRONMENT					
GRI 3: Material Topics 2021	3-3 Management of material topics	33			
GRI 301: Materials 2016	301-1 Materials used by weight or volume	40			
	301-2 Recycled input materials used	26, 28			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	34			
	302-2 Energy consumption outside of the organization	34			
	302-3 Energy intensity	34			
	302-4 Reduction of energy consumption	34			
	302-5 Reductions in energy requirements of products and services	34			

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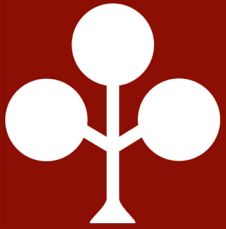


GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	35,36			
	303-2 Management of water discharge-related impacts	35, 36			
	303-3 Water withdrawal	35			
	303-4 Water discharge	35			
	303-5 Water consumption	35			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	37, 38			
	305-2 Energy indirect (Scope 2) GHG emissions	37, 38			
	305-3 Other indirect (Scope 3) GHG emissions	37, 38			
	305-4 GHG emissions intensity	37, 38			
	305-5 Reduction of GHG emissions	37, 38			
HUMAN RIGHTS					
GRI 3: Material Topics 2021	3-3 Management of material topics	55			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	46, 50			
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	55			
GRI 402: Labour/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	43			
COMMUNITY					
GRI 3: Material Topics 2021	3-3 Management of material topics	57			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	57			
	413-2 Operations with significant actual and potential negative impacts on local communities	57			









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**Offer Sustainable  
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**Product  
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**Passionate  
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