

SUSTAINABILITY REPORT 2024

RAK Properties PJSC



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About This Report

(GRI 2-1, GRI 2-2, GRI 2-3, GRI 2-4, GRI 2-5, G7, G8, G9)

The 2024 Sustainability Report reflects RAK Properties' dedication to advancing sustainable development while aligning with global best practices in Environmental, Social, Economic, and Governance topics. The report underscores the organization's key achievements, measurable progress, and future ambitions in these critical areas.

2024 Reporting Scope

This year's RAK Properties PJSC Sustainability Report provides a comprehensive overview of the organization's activities, initiatives, and programs between January 1 and December 31, 2024. Where relevant, the report also incorporates historical data and references from prior years to provide a contextual understanding of the organization's sustainability journey and demonstrate progress over time.

Reporting Boundary

The reporting boundaries extend across all RAK Properties PJSC operations within the United Arab Emirates (UAE), ensuring a comprehensive and transparent representation of our sustainability endeavours.

Table 1: Reporting Boundary

Operating Facility	Typology	Location/ Emirate	Country
Mina Al Arab Community	Residential, Hospitality, and Retail	Ras Al Khaimah	UAE
Julphar Towers	Residential, Office, and Retail	Ras Al Khaimah	UAE
Julphar Residence	Residential	Abu Dhabi	UAE

Reporting Guidelines

The 2024 Sustainability Report has been developed following the Global Reporting Initiative (GRI) Standards, reinforcing RAK Properties PJSC's commitment to transparency, accountability, and adherence to internationally recognized reporting practices. The report also aligns with:

- Abu Dhabi Stock Exchange (ADX) ESG Disclosure Guidance: Ensuring compliance with the ESG requirements for listed companies and strengthening investor confidence by addressing key Environmental, Social, and Governance (ESG) factors.
- The United Nations Sustainable Development Goals (SDGs): Highlighting how RAK Properties contributes to global sustainability priorities through its initiatives and strategies.

Reporting Integrity

Rigorous measures have been implemented throughout the development process to uphold the integrity and credibility of the 2024 Sustainability Report.

- **Thorough Internal Review:** The report has undergone a detailed review by relevant internal departments to ensure accuracy, completeness, and alignment with organizational objectives and reporting standards.
- **Verified Financial Data:** The financial data included in the report has been sourced directly from the annual Financial Statements, which a reputable third-party firm independently audited. This ensures the accuracy and reliability of the financial information disclosed.

Forward-looking Statements

This report contains forward-looking statements that inherently involve a degree of uncertainty. These statements are influenced by external factors and circumstances beyond the company's control, including market dynamics, economic conditions, and regulatory changes. RAK Properties is not obligated to publicly update or revise any forward-looking statements unless required by applicable laws and regulations.

Communication & Feedback

We highly value stakeholder input and welcome feedback or suggestions regarding the content of this report. Please feel free to reach out to us at: +971 7 228 4777

CEO's Message

(GRI 2-2, GRI 2-14)

RAK Properties has been dedicated to pioneering sustainability since our inception in 2005 in the northern region of the United Arab Emirates. Through the development of the Mina Al Arab Community in Ras Al Khaimah, we have positioned ourselves as a leader in sustainable real estate. This commitment to sustainable development has not only established RAK Properties as a regional leader but also extended its influence beyond the UAE, setting a benchmark for responsible and innovative real estate development.

Sustainability is a fundamental necessity for the preservation and advancement of our society. Individuals, companies, and governments alike must recognize the essential role sustainability plays in safeguarding our collective well-being and the health of the planet. Achieving true sustainability demands voluntary commitment, dedication, and consistent effort over the long term. As highlighted in our 2024 Sustainability Report, RAK Properties is making significant strides in this journey, demonstrating our ongoing commitment to integrating sustainable practices into every aspect of our business operations.

We are inspired by the leadership of the Ras Al Khaimah Government, which has become a trailblazer in sustainability across the Middle East. Their efforts have led the Emirate to secure Silver Certification under the EarthCheck Sustainable Destinations program. HH Sheikh Saud bin Saqr Al Qasimi, UAE Supreme Council Member and Ruler of Ras Al Khaimah, personally presented the RAK Energy Summit 2024, which is a testament to the government's unwavering commitment to sustainability. By maintaining strong relationships with local municipal authorities, we ensure that our projects align with the Emirate's growth strategies and contribute to its long-term vision. At RAK Properties, we are fully aligned with the RAK Energy Efficiency and Renewables Strategy 2040, which reflects our commitment to building a sustainable future.

We recognize the critical importance of creating a community that focuses on health and well-being for improving the overall quality of life through a thoughtful, holistic approach to urban planning and development. By creating spaces that prioritize mental and physical health, sustainable practices, and inclusiveness, we foster a thriving, resilient community that enhances the overall well-being of all stakeholders.

Sustainability is a core principle that guides every aspect of our work. At RAK Properties, we are dedicated to embedding sustainable practices into every phase of our projects, from construction and operation techniques to our Environmental, Social, Economic, and Governance initiatives and Corporate Social Responsibility programs. RAK Properties has taken numerous initiatives to promote sustainability, such as preserving mangroves, implementing effective waste management solutions, creating walkable communities, and adopting measures to reduce energy and water consumption. We also ensure that most of our irrigation water comes from treated sewage effluent further minimizing our environmental impact.

We are dedicated to aligning our efforts with the global sustainability agenda, including the United Nations Sustainable Development Goals (SDGs) and National Vision for progress. Through rigorous measurement and reporting, we track our contributions to these goals, ensuring that our actions not only meet but exceed expectations, creating a positive and lasting impact on our communities. By staying focused on these objectives, we remain committed to fostering sustainable development that benefits both current and future generations.

Our contributions to Ras Al Khaimah's economic landscape extend far beyond bricks and mortar. Through job creation, development of accessible housing, and delivery of innovative co-living and co-working spaces, we are fostering sustainable growth that benefits the wider community. Additionally, our leadership in the hospitality sector plays a pivotal role in shaping the region's economy by attracting investment, tourism, and business opportunities. By engaging strategic partnerships with hospitality sector leaders such as Anantara Resorts, Nikki Beach Resorts, Intercontinental Group, etc. RAK Properties is driving progress that enhances the social and economic well-being of Ras Al Khaimah, creating long-term value for all. With ambitious plans to launch over 5,000 residential units, we are poised to play a leading role in shaping the future of urban living in Ras Al Khaimah.

We are committed to protecting biodiversity in our developments by carefully considering the significance of the surrounding land, particularly the mangroves. We recognize the critical role mangroves play as natural habitats for marine organisms, fish, and the nesting areas for both local and migratory birds in the lagoons and wetlands. Another initiative undertaken includes creating a turtle egg hatchery facility to protect endangered turtle species and their habitats. In addition to that, the new Mangrove Discovery Centre in Anantara Hotel offers a unique opportunity to educate and engage hotel guests about the critical importance of mangrove ecosystems and protecting biodiversity.

As we look to the future, we remain steadfast in our commitment to sustainability, continuously adapting to meet new challenges and surpass expectations. We are deeply grateful to our stakeholders for their active collaboration and support, which has been instrumental in driving our progress. Together, we will continue this journey toward a more sustainable and prosperous future, ensuring that our efforts benefit not only the present but also the generations to come.

Sameh Al Muhtadi,

Chief Executive Officer

Key ESG Highlights

2024 ESG highlights

RAK Properties is committed to driving sustainable growth through strong Environmental, Social, and Governance (ESG) practices that create lasting value for all stakeholders. Below are the key highlights for the year:

Emiratization Milestone:

Surpassed 21.3% In 2024

Continuous Learning Culture:

Averaging 7.3 Training Hours Per Employee

Consistent Employee Contentment:

93% Satisfaction Rate in 2024

Environmental Stewardship:

**Recycling 404,103 M³ of Water, and
190 MT of Non-hazardous Waste**

About RAK Properties

(GRI 2-1, GRI 2-2, GRI 2-3, GRI 2-4, GRI 2-5, G7, G8, G9)

Company Profile & Overview

RAK Properties stands as the leading real estate developer in the Northern Emirate of Ras Al Khaimah, embodying the vision of H.H. Sheikh Saud Bin Saqr Al Qasimi, who founded the company in 2005. From its inception, the company has been committed to driving real estate growth in the Emirate, shaping its modern identity with contemporary properties designed to meet the evolving needs of local communities.

A Legacy of Excellence Over 20 Years

For nearly two decades, RAK Properties has solidified its position as the residential and commercial real estate market leader. The company's developments have been recognized for their remarkable architecture, sustainable design, and high-quality construction. The company's key milestone includes Julphar Towers, a landmark development in Ras Al Khaimah, and Mina Al Arab, a transformative waterfront community housing luxury residences and world-class hospitality projects such as InterContinental Mina Al Arab Resort & Spa, and Anantara Mina Al Arab Resort. These projects have significantly contributed to the Emirate's modern identity and established RAK Properties as a trusted name in the industry.

Strategic Operations

RAK Properties operates from two headquarters strategically positioned in Ras Al Khaimah:

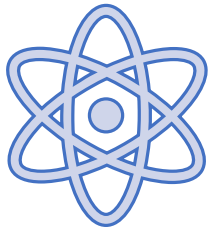
- Corporate Headquarters: Located on the 40th and 41st floors of Julphar Towers, manages overarching company operations.
- Mina Al Arab Headquarters: An on-site office overseeing activities in the Mina Al Arab area.

Together, these offices support a dynamic workforce of 221 full-time professionals, committed to driving the company's continued growth and success.

Company's Vision and Mission

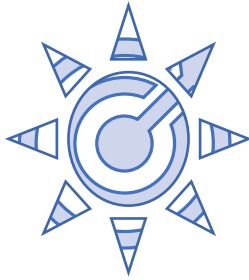
At RAK Properties, we are committed to staying ahead of the curve in the dynamic real estate development sector by continuously integrating the latest technological advancements. Our focus on information technology systems and operational automation allows us to enhance project efficiency, improve customer service, and maintain our position as agile and future-oriented developers.

Our key technological initiatives include Innovative developments, Customer Relationship Management Systems, Project Management Software, Operational Automation, and Sustainability-Driven Technologies.



VISION

To be a global company that generates long-term value by creating sustainable and successful lifestyle developments where people aspire to live, work and enjoy.



MISSION

Leading and developing the real estate and tourism infrastructure in Ras Al Khaimah, RAK Properties aims to attract reputable foreign investors to launch state-of-the-art projects, including luxury hotels, resorts, and shopping malls. In doing so, RAK Properties acts as a catalyst for a dynamic real estate market in Ras Al Khaimah and the UAE in general.

Company's Core Values

At RAK Properties, our values guide every decision and action, ensuring we remain a trusted and respected leader in the real estate sector.

Our Values

Community Centric

Our focus is on creating environments where individuals can connect, grow, and flourish.

Value-Driven

Our dedication to the betterment of society and the preservation of our planet, ensures that we leave a legacy of positive change.

Responsible and Accountable

Every decision we take is with a sense of responsibility towards the people, the places, and the environment we interact with.

Excellence

We believe in setting new benchmarks, constantly evolving, and striving to exceed

Sustainability

We are driven by the long-term impact of our actions on our community and the environment.

RAK Properties Portfolio Overview

Over the past 20 years, RAK Properties has solidified its position as the leading real estate developer in Ras Al Khaimah. Our diverse portfolio spans five key verticals, each contributing to the growth and development of the region: (a) Destination, (b) Residential, (c) Commercial, (d) Retail, and (e) Partner Hospitality.

While we continue to advance our leadership in residential real estate, we are equally committed to expanding our presence and influence in the commercial, retail, and hospitality sectors.

Destination

- Mina Al Arab, RAK
- Julphar Towers, RAK
- Julphar Residence, ADH

Residential

- Marbella Villas I & II
- Malibu Villas
- Bermuda Villas
- Flamingo Villas I & II
- Granada Villas
- Gateway Residence I & II
- Bay Views
- Cape Hayat
- Quattro Del Mar
- Bay Residence
- EDGE
- Lagoon Views
- Julphar Residential Tower, RAK
- Julhar Residence ADH

Commercial

- Julphar office tower

Retail

- Lagoon Marina
- Angel Bay
- Lagoon Walk
- Julphar Avenue

Partner Hotels

- InterContinental Mina Al Arab Resort
- Anantara Mina Al Arab Ras Al Khaimah Resort

Sustainability at RAK Properties

Our Sustainability Approach

Environmental, Social, and Governance (ESG) principles are at the heart of RAK Properties' vision and mission. Our commitment to sustainability, ethical business practices, and social responsibility is evident in the way we integrate sustainable practices across all our development projects and operations.

RAK Properties is dedicated to sustainability and ESG principles, which are a central focus for both our Board of Directors and Executive Management team. Our leadership team is fully committed to driving environmental responsibility and sustainable growth across all our developments. This commitment was reflected in our 2024 S&P Corporate Sustainability Assessment (CSA) participation, where we achieved a CSA score of 30, 15% above the global average of 26 in Real Estate Management and Development (REM) sector companies.

The real estate sector plays a significant role in global carbon emissions, being one of the largest contributors due to the combined impact of construction, operation, and maintenance of buildings. The real estate sector has a major responsibility and opportunity to reduce carbon emissions, contributing to climate change mitigation by adopting more sustainable practices in development and operations. Despite the challenges, we remain steadfast in our commitment to driving positive change in the industry.

1. Build Responsibly

Our approach involves a comprehensive transformation of our project delivery value chain, where sustainability principles are not just an add-on but are deeply embedded throughout our operations.

Our key areas of commitment are:

Sustainable Project Design: From the very beginning, our design teams focus on creating environmentally responsible spaces that utilize energy-efficient solutions, green building materials, and eco-friendly technologies.

Material Procurement: Sustainability is considered in every material we procure, aiming for the use of low-carbon, sustainable materials that have minimal environmental impact.

Construction Practices: We ensure that all practices adhere to sustainable building standards, and that waste minimization and resource optimization are prioritized.

Ongoing Maintenance: We emphasize long-term sustainability by incorporating green technologies for the ongoing maintenance of buildings.

Circular Economy Alignment: We are committed to reusing and recycling materials and minimizing waste.

Biodiversity Protection: We design projects with careful consideration of their impact on surrounding ecosystems.

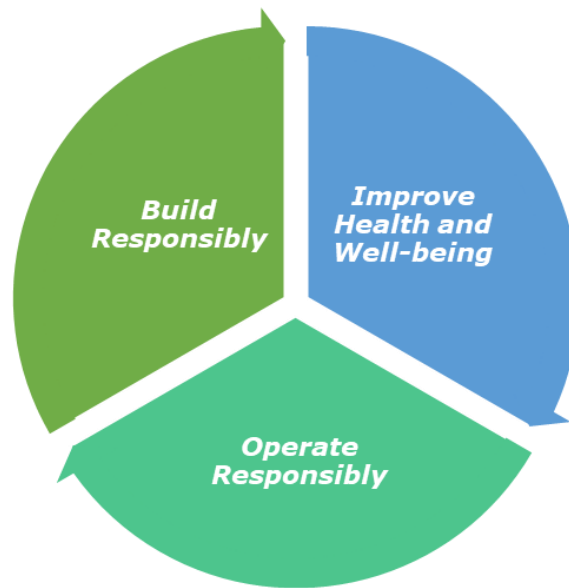


Figure 1: RAK Properties- Sustainability Principles

2. Improve Health and Well-being

Each project is designed to provide value to the local community. By understanding local needs, we ensure our developments support both functional living spaces and a vibrant, integrated community life.

Key features of our living spaces are:

Connection with Nature: We prioritize integrating natural elements into our designs, allowing residents to feel connected to the outdoors, whether through landscaped gardens, proximity to natural surroundings, or providing ample views of the outdoors.

Wellness Areas: Our developments feature wellness-oriented spaces such as fitness centers, yoga areas, and outdoor recreational facilities, promoting mental and physical well-being for all residents

Abundant Natural Light: Each living space is designed to allow plenty of natural light, enhancing the ambiance and providing health benefits such as improved mood and productivity.

Shaded Outdoor Spaces: We incorporate shaded outdoor areas to provide comfortable spaces for relaxation and socializing while protecting residents from the heat and enhancing the quality of outdoor living.

Thoughtful Greenery: Greenery is an essential feature in our developments, with plants, trees, and landscaped gardens strategically placed to promote a calming environment, improve air quality, and enhance biodiversity.

Sustainable Mobility: We ensure that our developments are pedestrian-friendly and integrate sustainable mobility solutions, such as bicycle paths and electric vehicle charging stations, encouraging eco-friendly transportation choices.

Safety and Security: The safety and security of residents are our top priority. Our developments are equipped with state-of-the-art security systems, including surveillance, access control, and well-lit public areas to ensure peace of mind.

3. Operate Responsibly

We take a proactive approach to responsible operations. Key aspects of our responsible operations are:

Safety and Security: We adhere to RAK Municipality guidelines and implement strict safety protocols to minimize risks, ensuring that health and safety standards are consistently met across the entire operation.

Health and Well-being Guidelines: We prioritize health guidelines to protect everyone from potential hazards, contributing to a safe and secure working environment at every project site.

Supply Chain Responsibility: We work closely with local suppliers, ensuring that materials are ethically sourced and that environmental impacts are minimized.

Ethical and Responsible Sourcing: We ensure that the sourcing of materials aligns with responsible business principles and supports the broader goal of creating a sustainable built environment.

Stakeholder Engagement

(GRI 2-29)

The active participation of our stakeholders directly influences our ability to achieve objectives, and we believe that strong, engaged relationships with a wide range of stakeholders are vital for sustained growth. Our success lies in understanding and addressing the needs of each of our stakeholders, maintaining transparency, and building partnerships that drive long-term value for all involved.

Active engagement with our stakeholders is crucial for conducting a materiality assessment, identifying key ESG topics, and enhancing our ESG performance

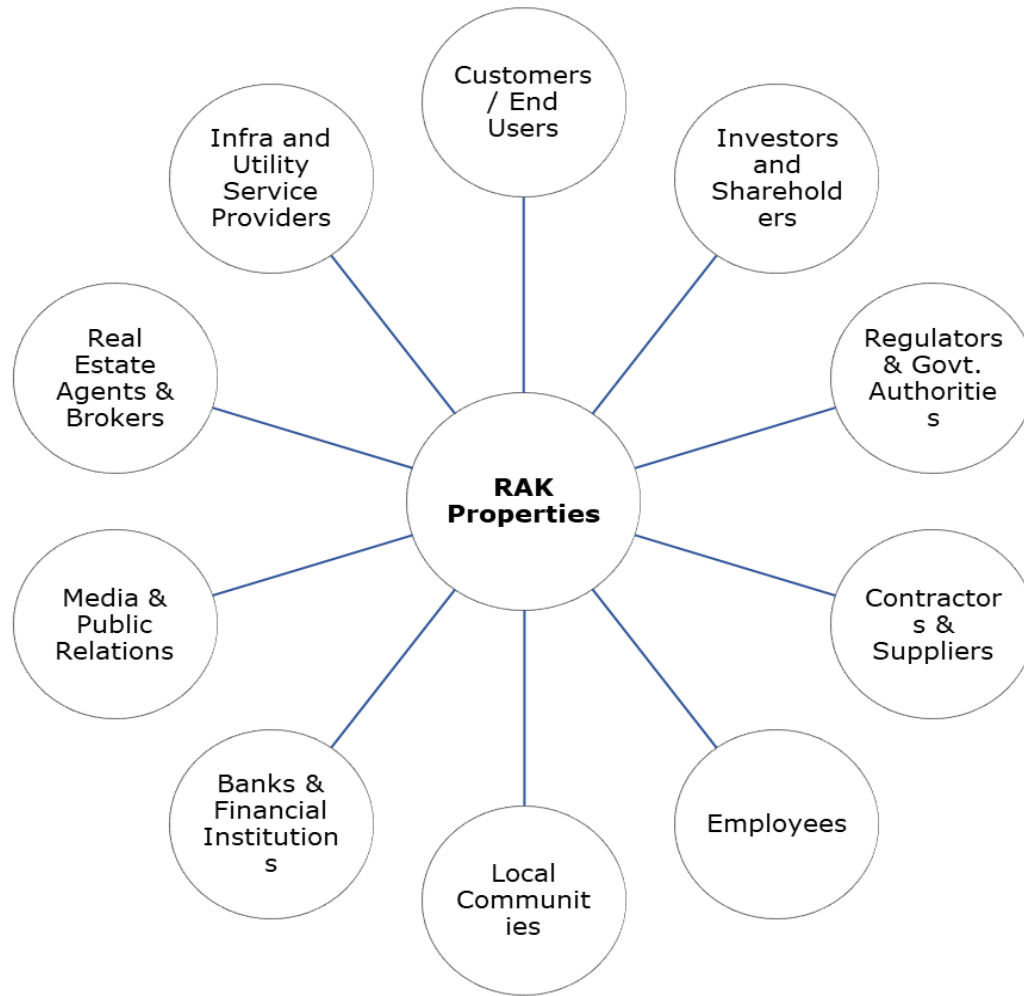


Figure 2: RAK Properties Stakeholders

The table below highlights insights into our stakeholder engagement map:

Table 2: Stakeholder Engagement

Key Stakeholder	Who they are	Interest	Influence
Customers/End Users	Homebuyers, tenants (residential and commercial), and occupants.	Quality, affordability, location, safety, sustainability, and overall value	Drive market trends and demand for sustainable, smart, and innovative living and working spaces.
Investors and Shareholders	RAK Government, Institutional investors, and individual shareholders.	Financial performance, ROI, sustainable growth, and risk management.	Provide capital for projects and influence strategic decisions, particularly regarding profitability and ESG initiatives
Regulators and Government Authorities	Local municipalities, urban planning agencies, environmental protection agencies,	Compliance with laws and regulations, urban planning, sustainability	Set policies, issue permits, enforce building codes, and drive sustainability standards.

Key Stakeholder	Who they are	Interest	Influence
	and real estate regulatory bodies	goals, and infrastructure development	
Contractors and Suppliers	Construction firms, subcontractors, and suppliers of building materials, technology, and equipment.	Fair contracts, timely payments, and consistent demand.	Direct impact on the quality, sustainability, and timelines of real estate projects.
Employees	Staff involved in management, marketing, sales, operations, engineering, and customer support.	Job security, fair wages, career growth, diversity and inclusion, and workplace safety	Expertise and motivation drive operational efficiency, innovation, and customer satisfaction
Local Communities	Residents and businesses in the areas surrounding real estate developments	Environmental impact, job opportunities, infrastructure improvements, and community well-being	Strong community relations can enhance project success and reduce opposition or delays.
Banks and Financial Institutions	Commercial banks, mortgage providers, and credit agencies	Financial stability, debt repayment, and creditworthiness	Financing and loans, which are essential for project development and customer affordability
Media and Public Relations	Journalists, real estate publications, and social media platforms.	Transparency, notable developments, and corporate social responsibility.	Shape public perception and can build or harm a company's reputation.
Technology Providers	Companies offering smart building solutions, property management software, and automation tools	Long-term partnerships and integration of cutting-edge solutions	Enhance operational efficiency and elevate customer experience.
Real Estate Agents and Brokers	Independent or company-affiliated intermediaries who facilitate property transactions	Successful property sales and commissions.	Help drive customer acquisition and market reach.
Infrastructure and Utility Providers	Utility companies, public transportation agencies, and telecommunication providers.	Collaboration for seamless infrastructure integration and timely payments.	Critical to ensuring the liveability and functionality of real estate projects.

Materiality Assessment

(GRI 3-1, GRI 3-2, GRI 3-3)

The materiality assessments are conducted annually from dual perspectives and reviewed by company executive management. The outcome of the materiality assessment is integrated into the company's risk management process. We identified the following ESG topics relevant to our company operation through materiality assessment:

Environmental	Climate Change Mitigation	Reducing carbon footprints across operations and developments
	Energy Efficiency	Integrating energy-saving systems and technologies in buildings.
	Sustainable Design and Construction	Promoting resource-efficient construction practices and materials.
	Water Conservation	Implementing strategies for reducing water use in projects and operational processes.
	Biodiversity Protection	Preserving and enhancing natural ecosystems surrounding developments.
	Waste Management	Prioritizing recycling, minimizing construction waste, and adopting circular economy
Social	Community Engagement and Development	Enhancing the quality of life and fostering local economic growth
	Employee Well-Being and Diversity	Ensuring a safe, inclusive, and engaging work environment
	Customer Satisfaction and Experience	Delivering high-quality, safe, and sustainable living and working spaces.
	Health and Safety Standards	Adhering to stringent protocols to safeguard workers, residents, and communities.
	Affordable Housing	Providing solutions that cater to different income levels in the UAE market.

Governance	Ethical Business Practices	Upholding transparency, integrity, and compliance with local and international laws.
	Sustainability Governance	Strengthening oversight for ESG performance and decision-making.
	Stakeholder Engagement	Actively collaborating with customers, investors, regulators, and communities.
	Data Privacy and Security	Ensuring robust protection of stakeholder data and information systems.
	Supply Chain Responsibility	Partnering with ethical and environmentally conscious suppliers.

The material topics listed above are dynamic and evolve in response to global trends, stakeholder feedback, and regulatory developments. Many economic, environmental, and social factors heavily influence the real estate sector. Below are a few important matters recognized as part of our material assessment.

Material issues identified for Enterprise Value Creation

Impact on the Business	Significance for Value Creation
1. Climate Change and Environmental Sustainability	
Regulatory requirements: Implementing stricter energy efficiency standards, green building regulations, and carbon reduction goals to curb GHG emissions. Operational Costs: Rising energy costs and resource scarcity influence the long-term operational expenses Customer Demand: Buyers and tenants increasingly demand sustainable, energy-efficient buildings.	Sustainable buildings attract higher occupancy rates, premium rents, and enhanced market value. We reduce operational costs by embracing energy and efficiency measures. Aligning with climate goals improves brand reputation and strengthens relationships with stakeholders, particularly investors and regulatory bodies.
2. Affordability and Housing Accessibility	
Market Demand: Affordability remains a critical issue for customers. High housing costs may limit the pool of potential buyers and tenants.	Offering accessible housing fosters brand loyalty and positions the company as a socially responsible developer.
3. Stakeholder Trust and Transparency	
Investor Confidence: Transparent reporting on sustainability performance, governance practices,	Transparency drives investor confidence, ensuring better access to capital markets and funding.

and financial metrics directly influences investor decisions. Regulatory Compliance: ADX-listed firms are required to disclose ESG performance aligned with the Global Reporting Initiative (GRI) framework. Community Relationships: Building trust with local communities, tenants, and employees is vital for avoiding conflicts and ensuring smooth project execution.

Enhanced governance practices improve operational efficiency and resilience to regulatory or societal pressures.

Material issues identified for External Stakeholders

Positive impact	Negative impact
1. Environmental Impact	
Using energy-efficient designs, green building materials, and renewable energy sources reduces the environmental footprint. Protecting the site habitat and implementing landscaping projects and green spaces contributes to local ecosystems.	Real estate developments may disrupt local habitats, leading to loss of biodiversity and long-term ecological imbalance. Overuse of finite resources, such as water, timber, and raw materials, could harm ecosystems and lead to shortages.
2. Social Impact	
Real estate projects create jobs and improve infrastructure, boosting local economies. Addressing housing shortages by developing cost-effective housing benefits low- and middle-income families.	Large-scale developments may displace local communities or disrupt existing cultural and social systems.
3. Economic Impact	
Transparent reporting on sustainability performance, governance practices, and financial metrics directly influences investor decisions. Building trust with local communities, tenants, and employees is vital for avoiding conflicts and ensuring smooth project execution.	New developments can lead to gentrification, pricing out existing residents and small businesses. Real estate market volatility can lead to financial instability for communities and investors.
4. Supply Chain Impact	
Working with local suppliers supports small businesses and reduces the carbon footprint of transportation. Implementing eco-friendly procurement policies promotes sustainable practices across the supply chain.	Inadequate vetting of suppliers may lead to poor labour conditions, including underpayment and unsafe work environments. Over-reliance on global suppliers exposes the company to risks like geopolitical tensions or delays.

Our Impacts on Sustainable Development

We recognize our pivotal role in driving transformative change. Our commitment to sustainability is deeply rooted in supporting and advancing key frameworks such as the 'We the UAE 2031' Vision, the Paris Agreement, and the UN 2030 Agenda for Sustainable Development.

The UN Sustainable Development Goals (SDGs)

The 17 Sustainable Development Goals (SDGs), introduced by the United Nations in 2015, serve as a comprehensive blueprint for achieving a sustainable future. These goals address critical aspects of the global economy, environment, society, and governance. At RAK Properties, we recognize the profound relevance of the SDGs to the UAE's national sustainability agenda, including the 'We the UAE 2031' Vision.

We are committed to aligning our sustainability initiatives with the SDGs to ensure that our operations, projects, and strategies contribute meaningfully to global and national efforts toward sustainable development. By embedding these goals into our business practices, we aim to drive measurable progress across economic, environmental, and social dimensions.



Figure 3: Sustainable Development Goals

'We the UAE 2031' Vision






RAK Properties is uniquely positioned to contribute to four key national priorities projected by this program. Through innovative, ESG-aligned practices, we actively support the nation's ambitions, helping to attract investments, enhance community well-being, and drive environmental stewardship.





Energy Efficiency and Renewables Strategy 2040

Our operations and projects are strategically designed to support the achievement of sustainability initiatives with the Ras Al Khaimah Energy Efficiency and Renewables Strategy 2040, a transformative plan aimed at reducing energy consumption by 30% and increasing renewable energy adoption to 20% across Ras Al Khaimah.

Measuring Our Contribution to SDGs and National Visions

Utilizing the SDG Compass, our assessment identified 9 SDGs where RAK Properties can make a meaningful and positive impact through its operations, initiatives, and corporate vision.

SDG	SDG Implication	How do we contribute
7 AFFORDABLE AND CLEAN ENERGY 	Ensure access to affordable, reliable, sustainable, and modern energy for all	<ul style="list-style-type: none"> ▪ Incorporating solar thermal, and Solar PV in new developments. ▪ Designing energy-efficient buildings with smart technologies to monitor and reduce energy use. ▪ Using sustainable construction materials that reduce energy consumption in buildings.
8 DECENT WORK AND ECONOMIC GROWTH 	Promote sustainable economic growth, productive employment, and decent work for all	<ul style="list-style-type: none"> ▪ Employing local contractors and suppliers ▪ Training workers in green building practices and sustainability. ▪ Contributing to economic growth through investments in commercial properties, retail developments, and tourism infrastructure
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation	<ul style="list-style-type: none"> ▪ Designing communities with smart technologies ▪ Developing urban spaces that promote economic, environmental, and social resilience.
11 SUSTAINABLE CITIES AND COMMUNITIES 	Ensure access to affordable, reliable, sustainable, and modern energy for all	<ul style="list-style-type: none"> ▪ Designing walkable communities that reduce the need for cars. ▪ Ensuring buildings are accessible to all, including people with disabilities. ▪ Prioritizing green spaces, and parks to enhance the liveability and sustainability of cities.
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	Ensure sustainable consumption and production patterns	<ul style="list-style-type: none"> ▪ Building with recycled and locally sourced materials to minimize carbon footprint. ▪ Installing energy-efficient systems, such as LED lighting and low-flow water fixtures. ▪ Promoting circular economy practices.

SDG	SDG Implication	How do we contribute
	Take urgent action to combat climate change and its impacts	<ul style="list-style-type: none"> ▪ Incorporating solar thermal and solar PV in the development. ▪ Promoting climate-resilient building materials and designs that minimize the impacts of extreme weather events. ▪ Reducing energy demand through the design of energy-efficient homes and offices.
	Protect, restore, and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	<ul style="list-style-type: none"> ▪ Conducting Environmental Impact Assessment before construction ▪ Protecting natural habitats and creating parks that support biodiversity. ▪ Sustainable land management practices that reduce habitat destruction.
	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable, and inclusive institutions at all levels	<ul style="list-style-type: none"> ▪ Ensuring that housing projects are accessible to low- and middle-income families. ▪ Promoting transparency in property transactions and ensuring compliance with regulations.
	Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	<ul style="list-style-type: none"> ▪ Partnering with local governments to develop affordable housing projects. ▪ Collaborating with environmental organizations to promote sustainable urbanization practices. ▪ Integrate smart technology and digital solutions into urban developments.

Growing Our Human Capital

(GRI 2-7, GRI 2-8, GRI 202-2, GRI 401-1, GRI 401-2, GRI 404-1, GRI 404-2, GRI 404-3, GRI 405-1, GRI 405-2, GRI 406-1, S1, S2, S3, S4, S5, S6, S9, S10, S11)

Workplace Culture & Values

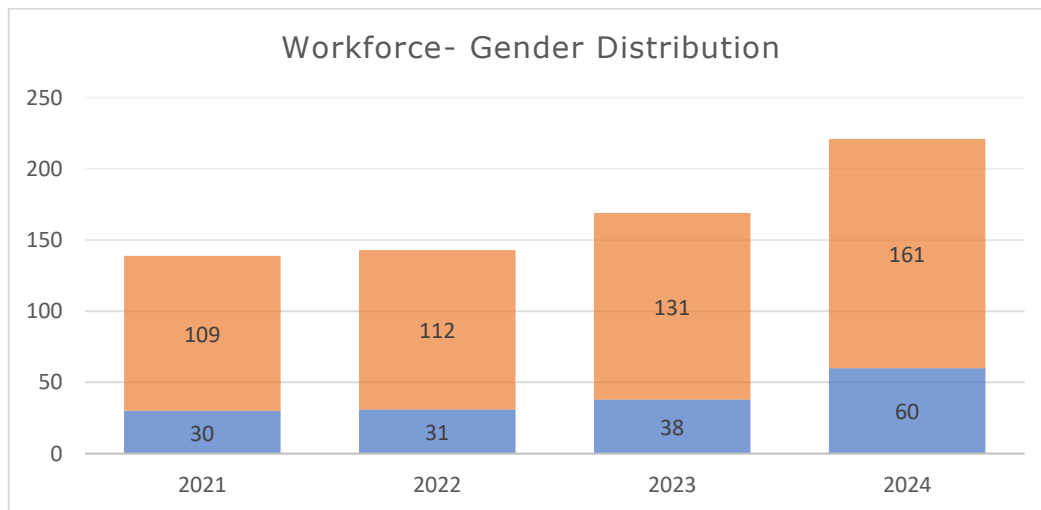
Prioritizing employee well-being creates a ripple effect that positively impacts both the workforce and the company's bottom line. By fostering an environment where employees feel valued, there's often a direct correlation to greater job satisfaction and loyalty, which in turn leads to higher performance. Our multifaceted approach to genuinely appreciate the employees includes providing annual increments,



biannual performance reviews, year-end bonuses, support with accommodation, promoting mental health and well-being, and offering discount cards for leisure activities. Additionally, RAK Properties supports flexible work schedules, offering employees the opportunity to achieve a healthy work-life balance and contribute to a more agile and adaptive work environment.

The CEO's vision for a smooth and efficient workflow is reflected in the updated Human Resources (HR) Manual. Employees are invited to contribute to the enhancement plan by providing feedback on current policies and proposing improvements.

We also introduced impactful initiatives such as the Employee Welfare Loan Scheme, the Housing Loan Scheme, and the Child Education Allowance. The Employee Welfare Loan Scheme underscores our commitment to supporting our workforce during challenging times. This scheme is meticulously designed to provide crucial financial assistance, promoting overall well-being. Simultaneously, the Housing Loan Scheme outlines comprehensive guidelines for extending housing loans to employees constructing or purchasing accommodation within the UAE, facilitating convenient access to suitable housing. The inclusion of the Child Education Allowance initiative reflects our commitment to supporting our employees' families and their children's education, further reinforcing our dedication to the well-being of our valued team members.

The progressive increase in female hires in 2024 reached around 27.15% of the total workforce. This underscores RAK Properties' commitment to providing equal opportunity to both genders advancing workplace diversity and values.



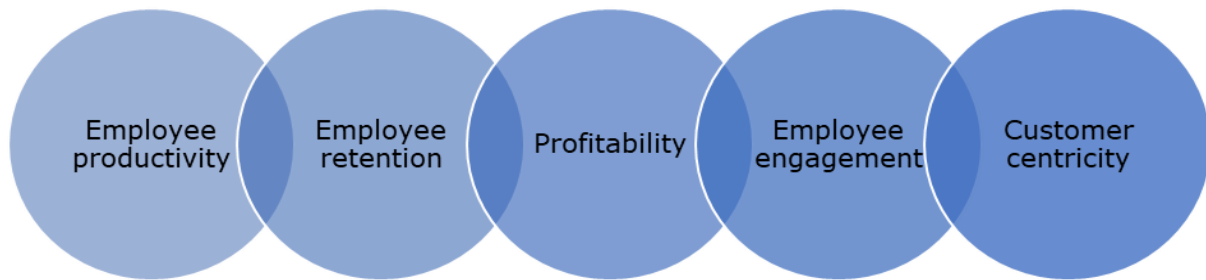
Year	TOTAL, #	2024, #	
2021	139	60 Female (27.15%)	161 Male (72.85%)
2022	143		
2023	169		
2024	221		

Talent Management & Engagement

(GRI 401-1, GRI 404-3, ADX- S3)

Employee Engagement

RAK Properties is committed to actively engaging and nurturing its workforce through comprehensive company-wide policies. These initiatives encompass enticing rewards and incentives, promoting open communication channels, fostering a healthy work-life balance, and providing ample opportunities for career growth and talent development.



Our HR team conducts annual surveys to assess and understand employee satisfaction levels. The insights derived from these surveys play a pivotal role in shaping future policies, refining recruitment practices, and guiding decisions related to employee management. The survey design strategically covers the following key aspects:

- employee needs
- job satisfaction
- individual contributions
- teamwork dynamics
- career progression
- personal development
- health and well-being

The employee survey findings for 2024 reveal a positive trend in employee engagement, with an overall satisfaction rate of 93%.



Figure 4: Employee satisfaction survey result

The employee satisfaction rate has been maintained above 90% over the past four years, demonstrating a sustained commitment to enduring dedication to creating a workplace culture that prioritizes employee well-being and satisfaction.

Employee Excellence Awards

RAK Properties recognizes and rewards employees who demonstrate exceptional performance, innovation, teamwork, and alignment with organizational values. The following fantastic initiatives are in place to realize and celebrate employees' outstanding contributions, dedication, and performances.

- Top sales performer award: a recognition given to an individual who demonstrates exceptional sales performance within a specific period.
- 10 years of service award: celebrates an employee's 10 years of continuous service with the company.
- Team Excellence Award: recognizes a team of employees who showed exceptional teamwork and cooperation skills to fulfill a task.
- Customer Service Award: recognizes employees who go above and beyond in delivering outstanding services and ensuring customer satisfaction.
- RAK Properties Ambassador Award: reward volunteers who have directly or indirectly improved the company's reputation and heightened trust in the community through their dedicated efforts.

Talent Management

RAK Properties is committed to being an equal-opportunity employer that actively champions diversity and inclusivity within its workforce. Emphasizing merit-based career advancement and recognition, our employees experience a workplace where their contributions are acknowledged and valued. By cultivating an inclusive work environment, we attract a broader pool of talent, as individuals are drawn to an employer that values their unique skills and capabilities.

The workforce data below reflects a positive trend in new hires across genders and age groups. All employees, regardless of gender or job category, receive regular performance and career development reviews, supporting our efforts to nurture individual growth and drive professional advancement. These practices contribute to our low turnover rates, affirming the success of our talent retention strategies and the cultivation of a resilient and thriving workplace culture.

Employees by job category and by gender						
Year	Entry-Level, %		Mid-Level, %		Senior-to-Executive Level, %	
	Male	Female	Male	Female	Male	Female
2021	100	0	69.70	30.3	100	0
2022	100	0	70.41	29.59	81.82	18.18
2023	91.49	8.51	66.28	33.72	86.11	13.89
2024	76.79	23.21	65.18	34.82	84.91	15.09

Employees by job category and by age group									
Year	Entry-Level (%)			Mid-Level (%)			Senior-to-Executive Level (%)		
	< 30	30-50	> 50	< 30	30-50	> 50	< 30	30-50	> 50
2021	20	73.33	6.67	13.13	78.79	8.08	0	70	30
2022	17.65	76.47	5.88	13.27	77.55	9.18	0	54.55	45.45
2023	21.28	72.34	6.38	13.95	79.07	6.98	0	72.22	27.78
2024	35.71	58.93	5.36	12.5	82.14	5.36	0	73.58	26.42

New hires by gender						Positions filled by internal candidates, #
Year	Male, #	%	Female, #	%	TOTAL	
2021	28	75.7	9	24.3	37	1
2022	21	77.8	6	22.2	27	0
2023	36	76.6	11	23.4	47	2
2024	49	66.2	25	33.8	74	2

Employees left by gender					
Year	Male, #	%	Female, #	%	TOTAL
2021	29	78.4	8	21.6	37
2022	18	81.8	4	18.2	22
2023	17	81	4	19.0	21
2024	21	75	7	25.0	28

Employees left by age group							
Year	< 30 years old		Bet 30-50 years old		> 50 years old		TOTAL
	#	%	#	%	#	%	
2021	1	2.7	28	75.68	8	21.62	37
2022	2	9.09	16	72.73	4	18.18	22
2023	1	4.76	16	76.19	4	19.05	21
2024	5	17.86	18	64.29	5	17.86	28

Employee Hiring Rate			Employee Turnover Rate	
Year	New hire rate, %	Average hiring cost/FTE, AED	Turnover rate, %	Voluntary Turnover, %
2021	26.6	3,096	26.6	73.1
2022	18.9	14,080	15.4	84.5
2023	27.8	13,919	12.4	86.7
2024	33.5	12,229	12.7	85.8

Number of employees receiving regular performance and career development reviews, by Gender			
Year	Female, #	Male, #	% of Total Workforce
2021	30	109	100
2022	31	112	100
2023	38	131	100
2024	60	161	100

Number of employees receiving regular performance and career development reviews, by job category				
Year	Entry-Level	Mid-Level	Senior-To-Executive Level	% of Total Workforce
2021	30	99	10	100
2022	34	98	11	100
2023	47	86	36	100
2024	24	144	53	100

Year	Share of women in management positions in revenue-generating functions		Share of women in STEM-related (Science, technology, engineering and mathematics) positions	
	#	%	#	%
2024	6	17%	25	17%

Year	Share of women in all management positions		Share of women in junior management positions		Share of women in top management positions	
	#	%	#	%	#	%
2024	8	23	0	0	0	0

RAK Properties is steadfast in its support for empowering women in the workplace. Acknowledging the vital input and viewpoints that women offer, we worked hard to create a culture where everyone, regardless of gender, can succeed. The organization is committed to fair remuneration procedures, which is fundamental to this ethos.

Employee Support Programs

Afkari & Injazati Programs Enhancing Employee Retention:

Our commitment to nurturing a dynamic and engaged workforce is exemplified through strategic initiatives embedded within the Afkari & Injazati Programs, designed to empower and retain our invaluable talent. These programs emphasize the significance of "my ideas" and "my achievements."

- Afkari Program- employees are actively encouraged to contribute groundbreaking ideas and concepts related to our business activities, with a focus on achieving a positive financial impact on the company.
- Injazati Program- serves to acknowledge exceptional employee achievements in job performance, fostering a culture of going above and beyond in assigned tasks.

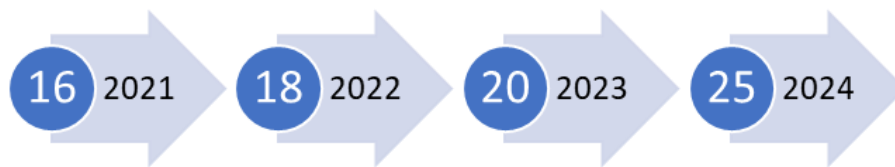
The instructions and proposal submission criteria for these programs ensure that ideas are realistic, acceptable, affordable, appropriate, and profitable. A rigorous quarterly review process by our committee members ensures the thorough evaluation of shortlisted proposals. Successful implementation of approved proposals is celebrated with recognition and awards from our top management, showcasing our deep appreciation for the innovative contributions made by our employees.

Workforce Equity & Inclusion

(GRI 202-2, GRI 405-1, GRI 413-1, ADX-S11)

Diversity & Inclusion

RAK Properties is committed to equal opportunity, actively fostering diversity and inclusivity within its workforce. As of 2024, our diverse workforce comprises individuals from 25 different nationalities, a consistent upward trend in recent years. The figure below indicates the trends of increase in nationalities in the workforce from the year 2021.



Diversified Nationalities in the Workforce

The top six nationalities employed at RAK Properties in 2024 are Emirati, Indian, Pakistani, Philippine, Jordanian, and Egyptian.

Table 3: Major Nationalities in the Workforce

Nationality	% of total employees	Number of employees
Emirati	21.27	47
Indian	43.89	97
Pakistani	7.69	17
Philippine	5.43	12
Jordanian	4.52	10
Egyptian	3.62	8

The diversity of our workforce promotes innovation and creativity, influencing strategic planning and operational excellence. An inclusive work environment not only enhances our ability to attract top talent but also underscores our reputation as an employer valuing individual skills and capabilities. Inclusivity is ingrained in our corporate ethos and is evident across our offices and business operations.

Emiratization

At RAK Properties, we align closely with the UAE Ministry of Human Resources policies and objectives, particularly those aimed at enhancing employment opportunities for the nation's citizens. We are dedicated to fostering the professional growth and skills development of Emirati employees within the organization. To augment the representation of Emiratis in our workforce, we have implemented various initiatives, accompanied by exclusive benefits. Local recruitment strategically enhances our team with individuals well-versed in the local culture and values.

In 2024, RAK Properties continued to make significant strides in Emiratization. The percentage of UAE Nationals in our employee base demonstrates a consistent upward trend, reaching 21.27% by the end of the year.

Gender-wise, the distribution reflects a balanced effort, with an increase in female UAE Nationals, comprising 82.98% of the total, showcasing a positive move towards gender inclusivity. Examining the workforce across job categories, the data highlights a progressive integration of Emiratis across various levels.

Table 4: Emirati distribution in the workforce

Number of UAE nationals by gender					
Year	Male, #	%	Female, #	%	TOTAL
2021	8	29.63	19	70.37	27
2022	7	26.92	19	73.08	26
2023	5	16.67	25	83.33	30
2024	8	17.02	39	82.98	47

Number of UAE nationals by job category						
Year	Entry-Level		Mid-Level		Senior-to-Executive Level	
	#	%	#	%	#	%
2021	0	0	23	85.19	4	14.81
2022	0	0	19	73.08	7	26.92
2023	2	6.67	23	76.67	5	16.67
2024	12	25.53	27	57.45	8	17.02

RAK Properties commitment to nationalization is underscored by a comprehensive strategy aimed at employing, training, and developing the skills of UAE nationals. Priority is given to citizens with the required vocational efficiency and hands-on

experience in targeted specialties. A rehabilitation program is meticulously designed to qualify Emirati students, ensuring they acquire the necessary skills and experiences for the labor market.

Intelaq Program: This program is committed to accelerating the growth of recent graduates from UAE universities and colleges. This initiative focuses on enhancing their practical skills and preparing them for a smooth and successful transition into the workforce. The program follows a structured approach to identify key positions within our replacement plan. Candidates undergo comprehensive internal training to equip them for advanced managerial roles. The evaluation process, managed by the head of the administrative unit and the Human Resources department, carefully assesses personal qualities, practical skills, and the knowledge gained during the training phase.

The program offers a formalized one-year training contract, renewable by mutual agreement, reflecting our commitment to developing talent. Upon successful completion of the training and demonstration of competence, participants are allowed to transition into permanent roles. In recognition of their dedication, trainees receive competitive benefits, including a monthly salary ranging from AED 8,000 to AED 10,000, health insurance coverage, and enrollment in the General Pension and Social Security Authority.

Masaar Program: The program aims to attract and develop the skills of UAE citizens and relatives of employees, including graduates without designated positions in the human resources budget. This initiative involves training and qualifying individuals for a specified period, which may be renewed to facilitate their career path.

Collectively, these Emiratization programs contribute to a sustained increase in the Emiratization rate at RAK Properties.

Employee Absenteeism

Monitoring employee absenteeism is a significant aspect of demonstrating our commitment to employee well-being, workplace culture, and operational efficiency. This estimate is based on the total number of days lost due to absenteeism of any kind, not only because of work-related injury or disease. However, it does not include scheduled or permitted absenteeism such as holidays, study time, maternity or paternity leave, etc

Table 5: Employee absenteeism rate

Absentee Rate of Employees	
Year	% of total days scheduled to work
2021	2.15
2022	1.91
2023	1.37
2024	1.57

Gender Pay Indicators

(ADX-S2)

A Gender Equal Pay Assessment is an essential step we have taken to affirm our commitment to equity, diversity, and inclusion. This ensures compliance with sustainable development goals and fosters a fair and inclusive workplace.

Table 6: Gender Pay Indicators

Employee Level	Permanent employees	
	Average Women Salary	Average Men Salary
Executive level (base salary only)	0	65,270
Executive level (base salary + other cash incentives)	0	98,768
Management level (base salary only)	20,773	20,750
Management level (base salary + other cash incentives)	39,645	37,727
Non-management level (base salary only)	5,641	5,870

We make certain that women are not only represented but also appropriately compensated for their abilities and efforts, with a female-to-male median compensation ratio of 0.79 in 2024.

Employee Training and Skills Development

At RAK Properties, our approach to training and development is both comprehensive and individualized. We employ meticulous evaluation methods to design initiatives that address the specific needs of each employee, tailoring programs to match their skill sets and job requirements. This commitment to empowering our workforce is extended universally, making these training opportunities accessible to every member of our organization.

Our annual collaboration between the Human Resource Department and various divisions is a testament to our forward-looking approach. This collaborative effort delves into identifying opportunities for career growth and skill development, creating a dynamic training calendar for the upcoming year. This proactive approach not only underlines our commitment to employee development but also propels us toward a future where continuous improvement is ingrained in our organizational culture.

Training hours by Gender				Average Training Hours/ FTE	Average amount spent/ FTE for Training
Year	Female, #	Male, #	TOTAL		
2021	98	492	590	4.2	-
2022	219	318	537	3.8	-
2023	115	509	624	3.7	1367.00
2024	540	1079	1619	7.3	947.95

In 2024, we achieved an average of 7.3 training hours per employee, a trend that emphasizes skills enhancement across all organizational levels.

Training hours by Job Category				
Year	Labor	Entry-Level	Mid-Level	Senior-to-Executive Level
2021	298	229	59	4
2022	82	224	63	168
2023	0	507.5	10	106.5
2024	0	167	1007	445

RAK Properties conducts an annual Learning Needs Analysis (LNA) in collaboration with Line Managers, who identify employee skill gaps during performance evaluations. Using data from both the LNA and evaluations, the HR Department carefully assesses training needs, plans strategic training activities, and implements tailored programs. This ensures that employees receive relevant and focused training to enhance their skills and stay aligned with evolving job demands. Additionally, in 2024 RAK Properties partnered with 'Udemy' to offer free access to its extensive course library to all its employees.

Health & Safety

(GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-5, 403-8, 403-9, 403-10, S7, S8)

Health and Safety (H&S) form the foundation of RAK Properties' commitment to sustainability and business excellence. We take responsibility for ensuring the well-being of our employees, contractors, tenants, and the wider community. Through the implementation of rigorous safety measures across our operations and properties, we actively work to prevent accidents, injuries, and health risks. By fostering a culture that prioritizes safety and well-being, we enhance employee morale and productivity, ensure customer satisfaction, and strengthen relationships with all our stakeholders.

Safety remains a cornerstone of our operations across workplaces and construction projects. We continuously enhance our safety procedures and conduct regular inspections to address emerging risks and adapt to changing environmental conditions. Our commitment to occupational health and safety is validated by our ISO 45001:2018 certification, a globally recognized standard for effective OH&S management systems. This system extends to all employees, service providers, activities such as fit-out works and maintenance, and key workplaces, including the Mina Al Arab Community.

To secure ISO 45001 certification, RAK Properties focuses on the key areas:

1. Continual Improvement of H&S Performance

- Implementation of a comprehensive H&S management system
- Regular health and safety inspections
- Provision of H&S training and education

- Implementation of effective emergency response procedures
- Continuous review and improvement of our H&S approach

2. Fulfilment of Legal & Government Regulations

Ensuring compliance with Ras Al Khaimah Municipality guidelines on Health and Safety, commonly referred to as the Building Code of Ras Al Khaimah.

3. Achieving H&S Objectives

- Introduction of a company-wide comprehensive H&S policy
- Conducting risk assessments
- Focusing on employee involvement and training
- Monitoring and auditing safety practices

Health & Safety Training at RAK Properties

Effective policies are complemented by ongoing staff training in H&S protocols. In 2024, we provided a total of 449 hours of training in areas such as emergency preparedness, firefighting, first-aid, evacuation drills, and operational procedures. This commitment not only ensures minimal accidents and injuries but also enhances worker efficiency and productivity across our construction projects.

Maintaining a stellar H&S track record in 2024, encompassing 1,160,290 hours worked including our facility management sub-contractors, we achieved zero fatalities, zero lost-time injuries, zero high-potential and near-miss incidents, and only one first-aid case. Moving forward, we will continually review and revise safety policies, procedures, and our H&S management system to ensure the well-being of all our employees and contractors. Additionally, we plan to update our work hazards database to provide necessary resources for maintaining health and well-being in the coming year.

To ensure well-being and promote worker health, we implemented a range of initiatives:

- Safety Induction Program
- Daily Toolbox Talk
- Firefighting Training (Internal & External)
- First Aid Training
- Evacuation Drill
- Spill Drill for Lagoon Marina
- Operational Training for Beach Cleaning Machines, Boom Lifts & Road Sweepers
- 5S - Good Housekeeping
- Environmental Awareness for Aspects & Impacts.

These initiatives underscore our commitment to maintaining a safe and healthy work environment, ensuring clarity in our approach.

RAK Properties provides health insurance for all employees including mental health support, ensures safe working conditions, and provides the necessary equipment to prevent any physical injury or potential harm to employees.

Sustainable Operations

(GRI 302-1, GRI 302-2, GRI 302-3, GRI 303-5, GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, GRI 306-3, GRI 2-27, GRI 418, GRI 204, GRI 413, E1, E2, E3, E4, E5, E6, G6, G4, S12)

Enhancing Customer Experience

We understand that the cornerstone of any successful business lies in ensuring unparalleled customer satisfaction. Our guiding principle revolves around delivering tailor-made business solutions that cater to each client's unique needs. We offer diverse communication methods to enable our clients to effortlessly submit requests, make payments, and track their interactions with us.

In line with our dedication to customer satisfaction, clients can easily raise complaints through various channels, including calls, emails, WhatsApp, our eService Portal, Mobile Application, walk-ins, our corporate website, and social media platforms. To enhance the customer journey and overall user experience, we have pioneered a distinctive software solution to manage client ticketing from initiation to closure, ensuring a prompt response to customer inquiries based on the urgency and importance of each ticket.

In our pursuit of continuous improvement, we actively engage our customers through surveys to gauge their satisfaction. We generally conduct biannual surveys to receive valuable feedback from our customers. These surveys are invaluable tools for collecting feedback, identifying areas for enhancement, and benchmarking our performance against industry standards. Covering a spectrum of questions, from residence type and property preferences to evaluations of design, layout, and amenities, the detailed feedback enables us to make informed decisions and continually enhance our offerings.

Data Privacy

Building trust with our customers is paramount given the intricate nature of our business functions, and the acquisition and management of detailed client and project information is critical. Consequently, upholding the confidentiality and security of all customer data is a non-negotiable priority for RAK Properties.

Number of substantiated complaints received concerning breaches of customer privacy			
Year	Total number of complaints received from outside parties and substantiated by the organization	Total number of complaints from regulatory bodies	Total number of identified leaks, thefts, or losses of customer data
2021	0	0	0
2022	0	0	0
2023	0	0	0
2024	0	0	0

Cutting-edge security measures have been seamlessly integrated to fortify the resilience of our digital data. RAK Properties has implemented formal procedures and safeguards across all departments, creating an impenetrable barrier against data breaches. Any breach of our information technology policy triggers a disciplinary review. Our digital systems, secured with password protection, grant employees restricted access based on their needs. Regular reviews by the IT department ensure continual fortification of our systems in terms of both security and efficiency. The Chief Support Officer from the Executive Management team oversees the company's cybersecurity strategies.

RAK Properties engages in third-party digital security services, maintaining full transparency with stakeholders through open disclosure of contracts with external parties to mitigate legal violations.

The decision to implement an Information Security Management System (ISMS) based on ISO 27001 is a significant step toward enhancing data protection and securing sensitive information across its operations. The upcoming ISO 27001 audit planned in Q1 2025 will assess the organization's readiness and compliance with the standard, which focuses on the confidentiality, integrity, and availability of data.

Concurrently, we are actively addressing General Data Protection Regulation (GDPR) compliance by collaborating with an external consultant to standardize our Security and Data Privacy policies. This includes a GDPR-aligned Data Privacy Policy that is available on our website, showcasing our dedication to upholding the highest standards in data protection.

We conduct data privacy and security training programs for our employees. The table below provides a snapshot of our efforts and achievements:

Privacy and data security training			
Year	Type of training provided	Employees completed the training, #	Equivalent training hours/ employee, #
2021	Security Awareness Training	45	2
2022	Induction programmed for New Joiners	20	1
2023	Onsite IT security awareness training and automated Security awareness training using knowb4 tool	40	4
2024	IT security awareness training on-site and automated security awareness training using the KnowBe4 tool	60	4
	Information Asset classification training as part of ISO 27001 certification requirements	30	2

We maintain the right processes to prevent IT system interruptions and cyberattacks. A disaster recovery plan is implemented, and testing is done twice per year to ensure the system's reliability. In addition to that we conduct

Vulnerability Assessment & Penetration Testing every three years by engaging a third-party specialist service provider.

Digitalization

The integration of digital technology has significantly streamlined internal processes and elevated our customer services. Our customers now enjoy convenient access through online platforms, mobile applications, and WhatsApp. The digital enhancement of our customer experience encompasses the establishment of user-friendly eService portals, mobile apps, self-payment kiosks, and digitalized documentation processes related to the customer onboarding process. Digitalizing 25 key services has transformed customer interactions, enabling them to create online accounts, access data, make online payments for rent, sales, and utilities, and request various services such as maintenance and No Objection Certificates (NOCs). When sharing data with third-party vendors or partners, the company follows the principle of data minimization and evaluates the third party's security practices.

RAK Properties has embraced digital transformation by implementing cutting-edge technology across various departments. This includes:

- Microsoft D365 ERP for streamlined enterprise resource planning
- Microsoft Dynamics 365 CRM to manage customer relationships effectively
- Microsoft Dynamics 365 Field Service to optimize service operations and maintenance
- DocuSign and UAE Pass for secure digital signatures, and digital identity
- Automated Sales Events and Reservations to simplify and accelerate the property booking process.
- Broker Portal & Self-Booking Portal to provide seamless access for brokers and customers.
- Digitalized 100+ Facility and Community Management forms to enhance operational efficiency
- Employee Self-Service System accessible via mobile and laptop

These initiatives have resulted in improved operational efficiency, streamlined processes, real-time data access, and an improved overall customer experience. To ensure the privacy and security of sensitive data throughout the digitalization process, RAK Properties emphasizes employee training and awareness, secure cloud adoption, and access controls with Two-Factor Authentication (2FA).

Data classification and access controls are implemented through role-based access control, user training, awareness programs, and the use of Multi-Factor Authentication.

We have already made significant strides in leveraging technology to enhance operations and customer experiences. To stay ahead in the rapidly evolving real estate industry, we explore the following opportunities that could drive innovation, efficiency, and growth.

- Streamline existing processes by leveraging digital tools and automation to increase efficiency and reduce operational costs.

- Enhance cybersecurity measures to protect sensitive data and ensure the integrity of digital assets.
- Implement digital solutions to improve customer interaction, satisfaction, and engagement.
- Develop capabilities for data analytics and business intelligence to derive actionable insights from data, aiding in informed decision-making.
- Transition to or optimize cloud-based solutions for increased scalability, flexibility, and cost-effectiveness.
- Embedding Artificial Intelligence (AI) to ease business processes

Climate & Environmental Impact

(GRI 103, GRI 302-1, GRI 302-3, GRI 304-1, 304-2, 304-3, GRI 305-1, GRI 305-2, 305-4, ADX E1, E2, E3, E4, E5, E7)

Environmental Policy

RAK Properties Environmental Management Policy is designed to ensure that we minimize the environmental impact of our activities, enhance resource efficiency, and foster sustainable development for the well-being of future generations. By adhering to ISO 14001 standards, we take measures to minimize our environmental footprint, comply with relevant legal requirements, and achieve our environmental objectives.

We are dedicated to maintaining the highest standards of environmental management across our entire portfolio of projects. This policy is aligned with our corporate vision of integrating ESG principles into every stage of our real estate development processes from planning and design to construction, operation, and eventual decommissioning.

Our environmental management system manuals outline roles, responsibilities matrix, targets and objectives, stakeholder awareness programs, training, etc. We conduct project-specific Environmental Impact Assessments (EIA) to evaluate the potential environmental effects of all newly proposed construction projects before implemented. Based on the EIA assessment conclusion the construction team prepares a project-specific Environmental Management Plan to safeguard the biodiversity. At RAK Properties, we maintain strict policies on protecting biodiversity and no deforestation.

We ensure that the contractor prepares and implements construction and demolition waste management plans in all our construction projects by including the necessary clauses in the construction specifications. This assures construction wastes such as concrete, metals, wood, commingled waste, hazardous waste, etc. are properly segregated and transferred to allocated areas by RAK municipalities for further processing and treatment.

Environmental Footprint

RAK Properties is actively working to minimize its environmental footprint. We implemented a practice of closely monitoring environmental impacts, with a focus on reducing Green House Gas (GHG) emissions. The company is transitioning to

a circular workplace, emphasizing recycling, energy efficiency, water conservation, and waste management initiatives to enhance sustainability efforts.

Acknowledging the sector's significant impact, we are strengthening sustainability initiatives across all new and existing developments, ensuring alignment with the Paris Agreement's 1.5-degree Celsius temperature target, and UAE's Nationally Determined Contribution.

To effectively decarbonize our properties, we started a process of assessing their lifetime emissions, factoring in both embodied carbon and operational carbon. This comprehensive approach will guide our efforts to reduce the carbon footprint of our properties. We are in the process of establishing Key Performance Indicators (KPIs), to consistently monitor our impact.



Figure 5: Building Life Cycle

Energy Consumption

In terms of energy consumption, our organization closely monitors various sources to ensure responsible practices. We are deploying energy efficiency initiatives to reduce consumption, such as replacing old vehicles with hybrid models and introducing electric bikes. The total energy consumption of all our operating facilities and services reached 131,399.15 GJ in 2024. The following tables provide a detailed breakdown of the consumption patterns.

Energy Consumption	Unit	2022	2023	2024
Diesel used by owned Power Generator/ Vehicles/ Machinery	GJ	152.15	561.34	458.27
Petrol used by owned Vehicles	GJ	258.6	279.09	972
Electricity	GJ	35,867.46	38,768.77	57,159.58
Chilled Water	GJ	80,051.82	90,313.17	72,809.30
Total Energy Used	GJ	116,330.03	129,922.37	131,399.15

Energy Intensity	2022	2023	2024
GJ/ FTE	813.5	773.35	594.57

GHG Emissions

Measurement and management of Greenhouse gas (GHG) emissions is at the core of climate mitigation action. The consolidation approach we followed to establish the organization's GHG emission is Operational Control. The locally available emission factors are used for GHG emission calculation wherever available. The emission factors used for

various energy applications are as follows. Electricity- 0.41 Kg CO₂/kWh, Chilled Water- 0.432 KgCO₂/RT, Diesel- 3.1 Kg CO₂/Liter, and Petrol- 2.39 Kg CO₂/Liter.

GHG Emissions (MT CO ₂ e)		2022	2023	2024
Scope 1				
Owned Power Generator/ Vehicles/Machinery	Diesel	11.47	41.7	35.34
	Petrol	19.19	20.75	69.33
Refrigerant leakage	R22 & R410A	1,832.14	1,899.12	24.46
Total Scope 1		1,862.80	1,961.57	129.14
Scope 2				
Purchased Electricity	kWh	4,020.14	4,345.33	6,510.02
Purchased Chilled Water	RT	2,465.92	2,782.01	2,484.36
Total Scope 2	-	6,486.06	7,127.34	8,994.38
Total (Scopes 1 & 2)	-	8,348.86	9,088.91	9,123.52

Emission Intensity (MT CO ₂ e / FTE)	2022	2023	2024
Scope 1 Intensity	12.95	11.58	0.58
Scope 2 Intensity	45.36	42.17	40.70
Intensity/ FTE (Scope 1+2)	58.31	53.75	41.28

Water Consumption

The major water uses in our company portfolio are domestic uses in residential, commercial, and retail buildings, landscaping, firefighting, and maintenance purposes. We diligently track and manage usage to promote responsible water stewardship. In 2024, our total water consumption reached 988,425.12 m³. We recycled a substantial amount of wastewater, with a total of 404,103 m³ in our community-owned sewage treatment plant. These figures underscore our dedication to efficient water management practices. In addition to that we purchase Treated Sewage Effluent (TSE) water from external sources to meet most of our irrigation water demand.

Water Consumption, m ³	2022	2023	2024
Total Water Consumption	792,084.19	859,921.48	988,425.12
Total Water Recycled in own STP	156,747	299,521	404,103
Total TSE water purchased			460,612

Waste Management

In waste management, our organization emphasizes responsible segregation, disposal, and recycling practices aligned with RAK municipality regulations. In 2024, the total weight of non-hazardous waste generated is 1,876.9 MT. While the weight of hazardous waste was not quantified, our commitment to proper

handling remains. We properly segregated and transferred 190 MT of non-hazardous waste for recycling in 2024.

Waste Generated, MT	2022	2023	2024
Total Non-Hazardous Waste collected	1,458.5	1,358.5	1876.9

Recycled Waste, MT	2022	2023	2024
Total Non-Hazardous Weight	90	144	190

Energy and Water Efficiency Program

At RAK Properties, we are committed to minimizing energy, and water consumption, reducing greenhouse gas emissions, and delivering sustainable value to stakeholders through innovative resources management solutions.

Key sustainability initiatives and programs that are currently in place:

Energy-Efficient Building Design:

- Energy-efficient architectural designs such as optimized building orientation, natural ventilation, and thermal insulation.
- Use of energy-efficient materials, including high-performance glazing and highly reflective roofing to reduce heat absorption.
- Integration of passive design strategies to reduce reliance on artificial cooling systems.

Smart Energy Systems:

- Deployment of smart sub-meters and energy management systems to monitor and optimize energy usage in real time.
- Installation of automated lighting sensors to reduce energy waste

LED Lighting Solutions:

- Replacement of traditional lighting systems with energy-efficient LED lights across all existing buildings and facilities.
- Use of motion-activated and daylight-responsive lighting systems to further reduce energy consumption.

Renewable Energy Integration:

- Solar thermal domestic hot water system in villas
- Solar PV installation in carpark shade structure
- Solar-powered streetlights and outdoor lighting systems in community spaces.

Retrofitting Existing Properties:

- Energy audits of older buildings to identify opportunities for improving energy performance.
- Retrofitting programs, such as upgrading HVAC systems, and replacing inefficient appliances.
- Benchmarking energy performance of the existing buildings against industry best practices.

Community Awareness Programs:

- Educating residents, tenants, and employees about energy conservation through signages, campaigns, and digital resources.
- Providing tips and tools to encourage responsible energy use.

Green Certifications:

- Ensuring new developments comply with RAK Municipalities Barjeel Green Building Regulations, and/or target green building certifications such as LEED

Sustainable Mobility:

- Provide Hybrid vehicles, and Electric-operated bikes for maintenance staff uses
- Developing pedestrian and bike-friendly infrastructure
- Providing electric vehicle (EV) charging stations in the community

Smart Irrigation Systems:

- Selection of native and drought-tolerant plant species for landscaping
- Implementation of smart irrigation controllers that use weather data to optimize water usage for landscaping.
- Use of drip irrigation systems to minimize water loss through evaporation and runoff.

Greywater Recycling:

- Maintain/upgrade the existing Sewage Treatment Plant to treat greywater and reuse for irrigation
- Outsource TSE water to meet most of the community's irrigation demand to replace potable water use

Leak Detection and Prevention:

- Install smart flow meters in the irrigation network to monitor usage and quickly detect leaks or abnormal water consumption.
- Implement preventive maintenance programs to ensure plumbing systems remain in optimal condition.
- Install smart water sub-meters for the exterior and major water uses.

Water Audits and Retrofitting:

- Conduct regular water audits to identify inefficiencies and areas for improvement
- Retrofitting older water fixtures with ultra-efficient and low-flow water fixtures

Supporting Our Community

(GRI 413-1, S12)

At RAK Properties, we are deeply committed to enriching the communities we serve. As a leading real estate developer, we go beyond business to ensure that our operations and initiatives foster social well-being and align with our Environmental, Social, and Governance (ESG) principles.

In 2024, we proudly allocated AED 2.15 million towards various social contribution efforts, demonstrating our dedication to creating a positive and lasting impact.

Organization	Amount, in AED
Red Crescent Society of the UAE	50,000
Shamal For Arts Folklore & Theatre Society	15,000
Al Ihsan Charity Association	50,000
Ajman Club for disabled	10,000
Ras Al Khaimah Charity Association	1,000,000
Global Citizen Forum GCF 2024	330,750

RAK Art Festival	100,000
Arabian Warrior	600,000
Total spent for donation	2,155,750

Co-Living and Co-working Spaces

RAK Properties has partnered with A.R.M Holding and HIVE, the pioneering co-living developer and operator, to launch a co-living and coworking development in the heart of Mina Al Arab. This innovative project is set to redefine the lifestyle offering in the emirate, catering to the evolving needs of young modern professionals and entrepreneurs.

The coworking space is intended to be a vibrant, social environment for work and collaboration, featuring dedicated desks, private offices, meeting rooms, quiet zones, event spaces, and a coffee bar. An outdoor area will extend the workspace, catering to those who prefer to work in an open-air environment.

Local Talent Empowerment

RAK Properties participated in Ru'ya Careers UAE 2024, the UAE's premier career fair dedicated to Emirati nationals, from 24th to 26th September. The event served as a key platform for RAK Properties to engage with aspiring Emirati professionals interested in pursuing careers in the real estate sector. With a focus on fostering local talent and empowering the next generation of leaders and professionals, RAK Properties is actively recruiting for various roles throughout the organization.



Co-living Space



Ru'ya Careers UAE 2024

Fostering Champion for LA28

RAK Properties Partnered with Arabian Warrior to Launch Olympic-Caliber Obstacle Course Racing in Ras Al Khaimah. This collaboration establishes RAK Properties as the new Title Partner for the Arabian Warrior Schools National Championship and the Official Partner of the Arabian Warrior Middle East event series. This is an obstacle course racing event series developed by athletes in the GCC with world-class service standards and a focus on regionally targeted sustainability initiatives.

Emirati Women's Day celebration

RAK Properties partnered with Anantara Mina Al Arab Ras Al Khaimah Resort to celebrate Emirati Women's Day with an inspiring event on August 24, 2024. The special event honoured the remarkable accomplishments and unwavering

dedication of Emirati women across various sectors such as entrepreneurship, engineering, and aviation, providing a platform to recognize their invaluable contributions to the nation's progress.



Olympic-Caliber Obstacle Course



Emirati Women's Day 2024

Blood Donation Camp

RAK Properties teamed up with the Health Education and Communication Department in Ras Al Khaimah to successfully organize a blood donation at the Julphar Towers, Ras Al Khaimah in May 2024. Around 74 individuals participated in the camp, which is part of the company's Corporate Social Responsibility (CSR) initiatives.

Tough Mudder 2024

RAK Properties hosted the season finale of Tough Mudder 2024 at Mina Al Arab, Ras Al Khaimah. The participants tackled the courses and celebrated the power of teamwork and resilience. Tough Mudder is a series of obstacle and mud runs that will push the participant's physical and mental limits without the pressure of competition. A community built on teamwork and overcoming obstacles, where stepping outside the participant's comfort zone is the reward.



IDO Blood Donation Camp



Tough Mudder Event 2024

Exploring the Mangroves

Kayak to the middle of the nearby mangroves and discover a whole new world of wildlife. Our protected reserve is home to flocks of flamingos and herons and makes for the ideal family outing

Flamingo Bird Sanctuary

RAK Properties built a flamingo bird sanctuary in the Mina Arab Mangrove area. This is a protected natural area dedicated to the conservation of flamingos and their habitats. These sanctuaries provide safe breeding grounds, feeding areas, and migration stopovers for flamingos, as well as protect the delicate ecosystems that support their survival.



Explore Mangroves



Flamingo Bird Sanctuary

Discovery Centre

Mangroves are vital for both nature and humanity. Educating about their role is vital to ensure their preservation and the health of the planet. RAK Properties is currently designing and constructing a discovery center in Anantara Mina Al Arab to emphasize the importance of mangroves and protecting biodiversity.



Discovery Center at Anantara MAA, illustrative images

Responsible Supply Chain

(GRI 2-8, GRI 204-1, ADX-G4)

Responsible Resource Procurement

RAK Properties is dedicated to embedding corporate social responsibility throughout its supply chain. In the pursuit of sustainability, prospective suppliers and contractors will undergo rigorous vetting to ensure alignment with our ESG values. Our scrutiny focuses on suppliers incorporating eco-friendly practices, sustainably sourcing materials, adherence to safety standards and fair labour, and human rights practices. Additionally, to uphold ethical standards and transparency, contractual agreements will exclusively be signed with companies possessing official licensing in the countries of their base operations.

RAK Properties actively supports local businesses, contributing significantly to the UAE's economic growth. In 2024, 97% of our procurement contracts, totalling over AED 55.9 million, were signed with UAE-based suppliers. Looking ahead, we will continually refine our procurement policies to ensure their alignment with evolving ESG principles.

Moreover, RAK Properties' Supplier Code of Conduct establishes ethical standards within our supply chain. The code of conduct is in place for vendor registration, reinforcing our commitment to responsible business practices.

We produce an annual vendor evaluation report, assessing our suppliers for compliance with ESG criteria through a rigorous evaluation process. Our supplier engagement plan encompasses evaluations conducted every six months. Further, these agreements undergo annual reviews, considering performance and business needs. The operations team conducts awareness workshops for on-site suppliers, and sub-contractors, aligning practices with our ESG criteria.

Suppliers are encouraged to share their feedback through the Vendor Portal, submitting proposals and their comments related to RFQ. Alternatively, they can communicate feedback or suggestions via email to our Procurement team at "purchase@rakproperties.ae" or by directly contacting the procurement team by telephone.

Our procurement procedures include thorough verification of responsible sourcing and ensuring adherence to RAK Municipality practices, fair labour practices, and human rights laws. Workplace conditions of our suppliers and service providers are regularly assessed for compliance with safety regulations, and our procurement contracts include formal clauses mandating compliance with responsible practices.

Table 7: Procurement summary

	2022	2023	2024
Total number of suppliers engaged	319	402	445
Total number of local suppliers engaged	317	380	433
Percentage of local suppliers hired	99.37	94.53	97.30
Total procurement spending (AED)	17,301,707	60,907,090	57,501,186
Procurement spending on local suppliers (AED)	17,240,716	53,407,090	55,968,293
Percentage of spending on local suppliers (%)	99.65	87.69	97.33
Percentage of suppliers assessed against sourcing code of conduct, %			100

Looking ahead, RAK Properties will remain unwavering in ensuring the implementation of sustainable and environmentally friendly practices throughout our supply chain engagements.

Responsible Governance & Prosperity

(GRI 2-18, GRI 405, GRI-102, GRI-103, GRI 205-1, GRI 205-2, GRI 205-3, GRI 206-1, ADX-G1, G2, G3, G4, G5, G6, E8, E9, E10)

Governance Structure

Since its inception, RAK Properties has upheld the principle that robust corporate governance is fundamental to upholding sustainability, achieving operational efficiency, fostering credibility, and ensuring long-term market success. Our adherence to corporate governance laws, internationally recognized ethical standards, and a clearly defined chain of command have shaped a culture rooted in responsibility, accountability, and structural discipline. These practices not only strengthen our internal processes but also reinforce stakeholder confidence, positioning us as a trusted and forward-thinking leader in the real estate sector.

The table below shows our company's Board of Directors in 2024.



Mr. Abdulaziz Abdullah Al Zaabi
Chairman



Sheikh Ahmed Omar Al Qassimi
Director



Mr. Mohamed Ali Abdulla Musabbeh Al Nuaimi
Director



Mr. Abdullah Rashed Jasem Al Abdouli
Director



Mr. Mohamed Ghobash Ahmed Ghobash
Director



Mr. Yasser Abdullah Mohammed Saeed Al-Ahmad
Director



Ms. Moza Mohammed Majid Salem Al Zaabi
Director

Figure 6: Board of Directors: RAK Properties

The Board of Directors and governance committees play a pivotal role in ensuring alignment with our ESG goals, seamlessly integrating ESG factors into our business model. From designing energy-efficient, sustainable developments to creating safe, inclusive spaces that generate positive social impacts, we are committed to ethical project governance.

Dedicate leaders, supported by robust internal auditing committees, ensure checks and balances at every operational step. Transparency is at the heart of our operations. We prioritize accurate reporting to maintain trust with stakeholders, detailing our ESG performance, financial outcomes, and business practices with integrity.

Board Characteristics

Board Independence	Independence criteria comply with The Securities and Commodities Authority (SCA) UAE requirements.
Board Type	One-Tier System Executive directors- 0 Independent directors- 5 Other non-executive directors- 2 Total Board size – 7
Target share of independent directors	75%
Board Chairman	The board is headed by a non-executive and not independent chairperson.
Board Diversity Policy	RAK Properties maintains diversity factors such as gender, nationality, or cultural background in the board of director's nomination process.
Women Participation	The company board of directors includes one female member.
Average Board Meeting Attendance	The average attendance of the board of directors is 80% of total board meetings A minimum of 57% attendance of all members is required to function the board meeting.
Board Performance Review	The Nomination and Remuneration Committee (NRC) assesses the board's performance every year. Independent assessment of board performance is carried out every 3 years.
Board Election Process	The board members are elected individually as opposed to elected by slate
Board Average Tenure	The average tenure of board members is restricted to 3 years

Our three-pronged committee structure is a cornerstone of our company approach to developing impactful operational strategies and ensuring responsible oversight. Each committee serves a unique function in guiding RAK Properties toward sustainable growth while upholding the highest standards of ethical corporate governance. By working in synergy, these committees foster a culture of accountability and transparency, ensuring that our business practices align with long-term value creation and ESG principles.

Executive Management & Investment Committee

- This committee assumes a pivotal role in supervising and evaluating investment opportunities, strategies, and resources. Charged with developing risk-efficient investment strategies, the Executive Management & Investment Committee actively contributes to the company's success. It collaborates closely with executive leadership, including the CEO, to implement and sustain ethical best practices, ensuring a robust foundation for our operations.

Nomination and Remuneration Committee

- This committee serves as a liaison between senior management and company professionals to create a transparent and efficient remuneration system. By employing effective human resource strategies, this committee ensures fair personnel nominations across all company levels while meticulously recording their progress. This commitment to fairness and transparency strengthens our institutional integrity.

Audit Committee

- The audit committee exemplifies meticulous attention to detail, upholding company-wide integrity. This committee oversees internal audits, maintains financial records, and ensures compliance with corporate laws and regulations. By advising on progressive methods for internal controls and fostering a culture of accountability, the Audit Committee contributes significantly to our risk management strategies.

Figure 7: Internal committee structure

Our Ownership Structure

At RAK Properties, we prioritize a diverse and inclusive ownership structure that reflects the interests of individuals, companies, and the government. This commitment to representative shareholding is integral to our vision of fostering broad participation in our success.

Below is a breakdown of company ownership by type and nationality:

Shareholders by Percentage		Shareholders by Nationality	
Government of Ras Al Khaimah	34.17%	UAE Nationals	80.7%
Al Saqr United Group LLC	7.43%	Arabs	9.79%
Others	58.4%	Others	9.51%

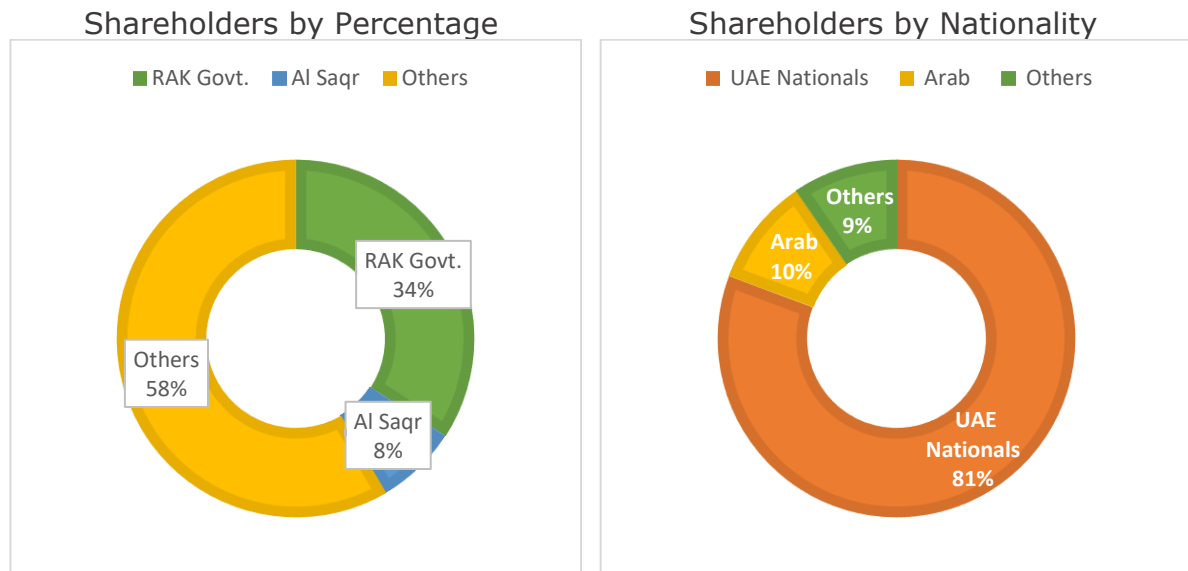


Figure 8: Company ownership structure

Ethical Business Practices

(GRI 2-15, GRI 205-1, GRI 205-2, GRI 205-3, GRI 406-1, ADX-G5, G6, G7, S6)

Enterprise Risk Management Process

RAK Properties maintains a structured, comprehensive approach to planning, identifying, assessing, managing, and monitoring risks across the organization to ensure that risks are appropriately managed and aligned with the company's objectives and strategies. The head of Risk management and Control is responsible for setting and monitoring the programs and project control standards.

Risk reviews are conducted to ensure Risk registers are updated regularly. Top risks are escalated to executive management to promote more robust mitigation actions. Risk culture is promoted across the board to ensure the effectiveness of risk management practices throughout the organization. Oversight from the Auditing Committee of Ethics and Compliance, coupled with the Internal Audit team, ensures every operation, initiative, and project undergoes comprehensive scaling, gauging, and assessment. Clear risk assessment, integral to our strategic development, is facilitated by our robust audit structure.

We regularly conduct Risk reviews, Risk Exposure, and Risk management process audits. We incorporate risk criteria in the development of projects and services. We conduct focused training throughout the organization on risk management

principles at all levels. We maintain a risk register that identifies emerging risks, with descriptions and specifications, their potential impact, and mitigating actions.

Notably, our commitment to integrity is reflected in the following data:

	2021	2022	2023	2024
Total number of operations assessed for risks related to corruption	0	0	0	0
Percentage of operations assessed for risks related to corruption	0%	0%	0%	0%
Number of confirmed incidents of corruption	0	0	0	0

Upholding Ethical Practices and Ensuring Compliance

Our commitment to a fundamentally sound work structure is manifested through our Ethics and Compliance policies which guide our responsible business practices. This structure nurtures a culture of accountability and is maintained by our compliance department. It ensures the implementation of ethical work practices, encourages thorough risk assessment, and propagates awareness of international standards and ethical business practices.

To proactively manage and mitigate compliance risks, our approach encompasses regular reviews, risk assessments, and the development of comprehensive policies and procedures. We conduct periodic compliance reviews to validate our posture, enabling necessary adjustments to align with evolving regulatory landscapes.

Implementing monitoring and auditing processes, we conduct routine assessments to uphold established policies. Our dedication to transparency is evident through confidential reporting mechanisms, fostering a culture where employees can report compliance concerns without fear of retaliation. Additionally, we prioritize cross-departmental collaboration, maintaining open communication channels to seamlessly integrate legal and compliance requirements into various processes, achieved through regular meetings and dynamic information exchange.

The Integral Role of The Internal Control Committee

In the realm of compliance with corporate laws, safeguarding company and customer assets is paramount. The Internal Control Committee, under the supervision of the Auditing Committee, plays a vital role in ensuring harmony among employees, arbitrating conflicts, and investigating potential risks and challenges. In the diverse landscape of RAK Properties, this integral group analyses shortcomings, engineers the company system, and gauges workforce effectiveness to identify potential risks. Collaborating with the Audit Committee, this management branch ensures all projects align with corporate laws and regulations.

Business Policies

Several internal and external business policies have been put in place at RAK Properties to establish effective governance. These policies provide a set of

guidelines that help maintain order, promote ethical behaviour, and ensure compliance with legal requirements.

- HR Procedures Manual
- Purchase Manual
- Design Development & Analysis Manual
- FM Maintenance Manual
- FM Fitout Manual
- IT Department Procedures Manual
- Legal Policies & Procedures Manual
- Marketing Manual
- Projects Manual

RAK Properties also adheres to regulatory requirements and industry standards, promoting an ethical code of conduct and environmental sustainability.

Codes of Conduct

RAK Properties is committed to conducting its business with the highest standards of integrity, professionalism, and ethics. We maintain a code of conduct at a group level including all our subsidiaries. The company Code of Conduct provides the framework for all employees, management, and business partners to ensure that we uphold our values, comply with legal requirements, and act in the best interest of all stakeholders, including employees, customers, investors, suppliers, and the communities in which we operate. We maintain a strict code of conduct/ policies on the following:

- Corruption and bribery
- Discrimination and Harassment
- Confidentiality
- Conflicts of interest
- Antitrust practices
- Anti-criminal
- Money laundering and Terrorism
- Whistleblowing
- Environment, health and safety

The company codes of conduct have dedicated sections explaining the reporting and escalation process in case any incident is observed. Employees and stakeholders are encouraged to report incidents through confidential channels, such as a dedicated email, hotline, or grievance portal.

We maintain a zero-tolerance policy against any kind of violation of our company code of conduct policies, reinforcing a culture of fairness and respect. This is reflected in the zero incidents reported in the years from 2021 to 2024. Violations of the code of conduct are met with swift and proportionate disciplinary action, which may include warnings, mandatory training, suspension, or termination, depending on the severity of the case.

Human Rights

RAK Properties upholds human rights principles as mandated by the UAE's labour laws and regulations. Our commitment is to ensure a respectful, fair, and inclusive workplace for all employees. Every employee at RAK Properties signs an employment contract that clearly defines the rights and obligations of both the employer and the employee. This reinforces our dedication to maintaining ethical and lawful practices.

We maintain zero-tolerance policies against the following:

- **Discrimination:** Unfair or unequal treatment based on race, colour, religion, gender, nationality, age, disability, or other personal characteristics.
- **Harassment:** Any unwelcome behaviour, comments, actions, or conduct that creates an intimidating, hostile, or offensive environment for employees.
- **Sexual Harassment:** Includes unwelcome sexual advances, requests for sexual favours, or verbal, non-verbal, or physical conduct of a sexual nature that fosters an intimidating, hostile, or offensive environment.
- **Forced Labor:** Any form of work performed involuntarily under the threat of penalty, such as physical harm, wage withholding, or restrictions on freedom.
- **Child Labor:** The employment of minors under the age of 18 and the exploitation of any labour force.
- **Equal Remuneration:** Ensuring fairness in the workplace by providing equal pay for equal work, irrespective of gender, nationality, or other factors.

We are committed to aligning our practices with legal frameworks and human rights standards to ensure a safe, equitable, and empowering work environment for all employees.

Our company HR manual outlines policies that incorporate human rights principles. We maintain a company-wide human rights due diligence process that includes risk identification in all business operations, and a periodic review. This involves considering workers' rights, fair working conditions, fair wages, discrimination and harassment, forced labour, privacy, and data protection.

The company has measures to mitigate and remediate the negative impacts of human rights risks such as Risk assessment, Policy Development, Employee Grievance Mechanism, Training and Capacity Building, Monitoring and Auditing, Reporting and Transparency, Employee feedback surveys, Supplier Management, etc.

Integrated Management System

RAK Properties operates a comprehensive Integrated Management System (IMS) across all its operations based at headquarters in Jufha Towers and Mina Al Arab. The IMS aligns with international standards and best practices to ensure operational excellence, legal compliance, and customer satisfaction. By integrating multiple management systems, we achieve greater efficiency, consistency, and accountability across all organizational functions.

Key Components of Our IMS include the following management system:

- Quality Management System (QMS)- ISO 9001, ensures that products and services consistently meet customer and regulatory requirements.
- Environmental Management System (EMS)-ISO 14001, to minimize the environmental impact of operations through sustainable practices.
- Occupational Health and Safety Management System (OHSMS)- ISO 45001, to provide a safe and healthy workplace for employees, contractors, and stakeholders.



ISO 9001



ISO 14001



ISO 45001

Economic Performance

(GRI 201-1, GRI 201-3)

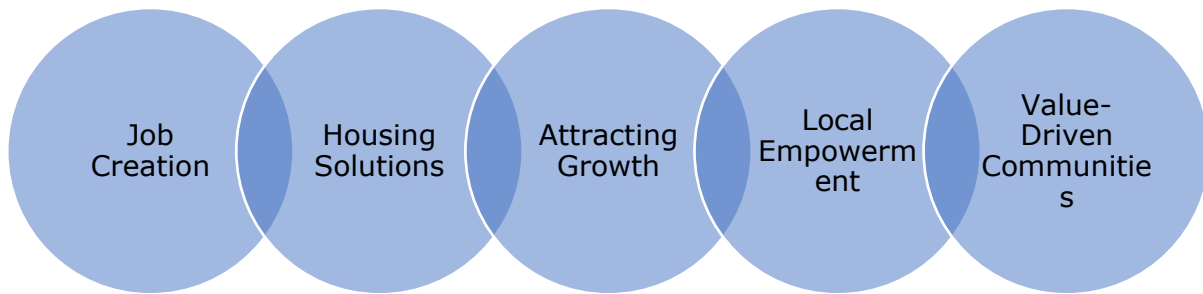
RAK Properties is shaping the local economy. Our extensive track record has played a crucial role in positioning the Emirate as a leader within the nation. At our core, we focus on developing expansive real estate projects, strengthening the local property market, and enhancing access to affordable housing across the Emirate. Simultaneously, our projects contribute significantly to the growing tourism sector in Ras Al Khaimah.

Furthermore, our commitment to providing gainful employment makes a direct impact on both Emirati nationals and the expatriate community, elevating living standards and providing professional advancement.

Our financial and economic contributions are:

- Job creation- create employment, engaging businesses across the value chain, and offering growth opportunities for workers.
- Housing solutions- provide accessible and affordable residential communities
- Attracting growth- Quality developments make an appealing hub for living and working, contributing overall growth of Ras Al Khaimah.
- Value-driven communities- well-planned projects establish safe, healthy, and welcoming living conditions

- Local empowerment- prioritizing regional sourcing, we support local businesses, contributing to the local community empowerment



Measuring our Impact

By integrating GRI economic reporting into our sustainability initiatives, RAK Properties reinforces its reputation as a transparent, responsible, and community-focused real estate developer.

As of December 31, 2024, RAK Properties reports 8.003 million AED in the Provision for End-of-Service Benefits (EOSB) for expatriate staff, which has been paid from our current account's collection and cash balance. The estimate for EOSB liabilities is based on the UAE Labour Law, with a provision of 21 days' salary for service up to 5 years and 30 days for service beyond 5 years.

The National Staff Pension Scheme entails a 5% contribution from employees and a 12.5% contribution from employers. Our participation in retirement plans includes both EOSB and the Pension Plan.

The table below shows RAK Properties' economic value generated and distributed in 2024 in AED million. It covers the following elements:

- Revenue that represents the direct economic value generated
- Operating costs, employee wages & benefits, payments to providers of capital, payments to the government, and community investments, representing the company's economic value distributed.

Table 8: Financial Reporting, 2024

AED 1,406.318	•Total Revenue
AED 308.156	•Earning before Tax
AED 27.24	•Reported Taxes
AED 321.565	•Payment to providers of capital- to shareholders in the form of dividends or to the bank in the form of interest & principal payment)
AED 249.232	•Total Operating costs
AED 65.735	•Total Employee Wages and Benefits
AED 2.15	•Charitable/Social Contributions
AED Nil	•Political Contributions

Values reported in the above table are in Million AED

Appendices

GRI & ADX Content Index

The reference Section will be updated once the ESG draft report is approved.

GRI 1: FOUNDATION 2021					
Statement of Use	RAK Properties has reported the information cited in this GRI content index for the period 1 st January – 31 st December 2024 following the GRI Standards.				
GRI DISCLOSURE	CONTENT	ADX DISCLOSURE	REFERENCE SECTION	Page No.	NOTES
GRI 2: GENERAL DISCLOSURES					
The Organization and its Reporting Practice					
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2-2	Entities included in the organization's sustainability reporting	G7: Sustainability reporting G8: Disclosure Practices G9: External Assurance	About This Report	3	
2-3	Reporting period, frequency, and contact point	G7: Sustainability reporting G8: Disclosure Practices	About This Report	3	
2-4	Restatements of information				
2-5	External assurance	G10: External Assurance	About This Report	3	
Activities and workers					
2-6	Activities, value chain, and other business relationships		About RAK Properties	8	
2-7	Employees	S3: Employee Turnover S4: Gender Diversity	Talent Management Growing Our Human Capital	24 22	
2-8	Workers who are not employees	G4: Supplier Code of Conduct	Responsible Supply Chain	43	
Governance					

GRI DISCLOSURE	CONTENT	ADX DISCLOSURE	REFERENCE SECTION	Page No.	NOTES
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2-10	Nomination and selection of the highest governance body	G2: Board Independence	Responsible Governance & Prosperity	45	
2-11	Chair of the highest governance body		Responsible Governance & Prosperity	45	
2-12	Role of the highest governance body in overseeing the management of impacts		Responsible Governance & Prosperity	45	
2-13	Delegation of responsibility for managing impacts				
2-14	Role of the highest governance body in sustainability reporting	G3: Incentivized Pay	CEO's Message	5	
2-15	Conflicts of interest	G6: Ethics & Anti-Corruption	Ethical Business Practices	48	
2-16	Communication of critical concerns				
2-17	Collective knowledge of the highest governance body				
2-18	Evaluation of the performance of the highest governance body		Responsible Governance & Prosperity	45	
2-19	Remuneration policies	G3: Incentivized Pay S1: CEO Pay Ratio S2: Gender Pay Ratio	Gender Pay Indicators	30	
2-20	Process to determine remuneration	S2: Gender Pay Ratio	Gender Pay Indicators	30	
2-21	Annual total compensation ratio	G3: Incentivized Pay S1: CEO Pay Ratio S2: Gender Pay Ratio	Gender Pay Indicators	30	
Strategy, policies and practices					
2-22	Statement on sustainable development strategy	G8: Sustainability reporting G9: Disclosure Practices	About This Report CEO's Message	3 5	

GRI DISCLOSURE	CONTENT	ADX DISCLOSURE	REFERENCE SECTION	Page No.	NOTES
		E8 & E9: Environmental Oversight			
2-23	Policy commitments				
2-24	Embedding policy commitments				
2-25	Processes to remediate negative impacts				
2-26	Mechanisms for seeking advice and raising concerns				
2-27	Compliance with laws and regulations	G7: Ethics & Anti-Corruption	Ethical Business Practices	48	
2-28	Membership associations	S1: CEO Pay Ratio			
Stakeholder engagement					
2-29	Approach to Stakeholder Engagement		Stakeholder Engagement	13	
2-30	Collective bargaining agreements				
GRI 3: MATERIAL TOPICS					
3-1	The process to determine material topics		Materiality Assessment	16	
3-2	List of material topics		Materiality Assessment	16	
3-3	Management of material topics		Materiality Assessment	16	
GRI 200: Economic Standard Series					
GRI 201: Economic Performance 2016					
GRI 201 Topic Specific					
3-3	Management Approach				
201-1	Direct economic value generated and distributed		Economic Performance	54	
GRI 202: Market Presence 2016					
GRI 202 Topic Specific					
3-3	Management Approach				

GRI DISCLOSURE	CONTENT	ADX DISCLOSURE	REFERENCE SECTION	Page No.	NOTES
202-2	Proportion of senior management hired from the local community	S11: Nationalisation	Workforce Equity & Inclusion	27	
GRI 203: Indirect Economic Impacts 2016					
GRI 203 Topic Specific					
3-3	Management Approach				
203-2	Significant indirect economic impacts				
GRI 204: Procurement Practices 2016					
GRI 204 Topic Specific					
3-3	Management Approach		Responsible Supply Chain	43	
204-1	Proportion of spending on local suppliers	G4: Supplier Code of Conduct	Responsible Supply Chain	43	
GRI 205: Anti-Corruption 2016					
GRI 205 Topic Specific					
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