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الإجتماعية للمؤسسات  
Arabia CSR Network®

# Arabia CSR Network

newsletter

May 2019  
Volume 8 Issue 93



## KEY DATES

**30<sup>th</sup> June  
2019, 17:00  
UAE time**

**Deadline to  
submit the Awards  
application**

**1<sup>st</sup> July – 15<sup>th</sup>  
August 2019**

**Review of  
applications by  
ACSRA Jury Panel**

**End of 1<sup>st</sup>  
week of  
September  
2019**

**Announcement  
of short-listed  
Organisations**

**2<sup>nd</sup> October  
2019**

**Arabia CSR  
Awards Gala  
Ceremony**

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Building Partnerships for  
a Sustainable Future ©

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Habiba Al Mar' ashi



## Note from the President & CEO Arabia CSR Network

As the cool breeze of the spring gives way to the searing heat of summers, we are reminded of an irreplaceable gift from Allah that we have taken for granted for too long; water. There was a dismal feeling to the World Water Day, celebrated every year in March, as an increasing number of people continued to live without access to clean drinking water in the region and beyond.

According to reports by the United Nations' Economic and Social Commission for Western Asia (ESCWA), which is a commission that tackles issues relating to water from a regional angle and focusing on sharing of water resources, water-related SDGs and climate change among others, the number of people in the Arab region without access to basic drinking water and without access to basic sanitation in 2015 was 51 million and 74 million respectively. If we factor in the rising temperatures and fast depleting water sources in the ensuing 4 years, the picture we have before is rather bleak.

With the Middle East already being categorised as one of the worst hit with regards to water scarcity, the time is here and now to take collective action and address this issue before it is too late. In 2018 ESCWA created an 'Arab Center for Climate Change Policies' which aims to build up the capacities of Arab states and government organisations in terms of coming up with an integrated action plan for climate change. It is heartening to see that the Arab states have realised the severity of the situation. This was evident in the recently held 'Regional Consultation on Climate Change for the 2019 Arab Forum on Sustainable Development and High Level Political Forum' held from the 21<sup>st</sup> to 22<sup>nd</sup> of March in Beirut. But more needs to be done at all levels. As the Holy month of Ramadan approaches, let us vow to save more, waste less and share with those less fortunate than us.

The month of April saw a flurry of activities starting with an introductory session held with representatives from Environmental Centre for Arab Towns (ECAT) held on ACSRN premises on the 3<sup>rd</sup> of April. Also held in the month of April was the second, and for many applicants, the most crucial phase of the Awards journey; the Arabia CSR Awards Clinic. This year it was held on the 10<sup>th</sup> of April hosted by the Grand Millennium Hotel. A packed room of applicants was informed about the evaluation methodology and the 'do's and don'ts' of submitting a winning application by the expert Awards Secretariat team and three speakers from previous year's winning organisations. Throughout the month there were many other engagements and events including cluster meetings with international entities such as ABB, Abu Dhabi Islamic Bank and Nestle regarding their applying for the Awards. The month ended with a personal honour as I was invited by the UN Secretary General to join the 'Global Investors for Sustainable Development (GISD)', a CEO-led alliance aimed towards unlocking solutions for long-term investment in sustainable development.

## Upcoming Events



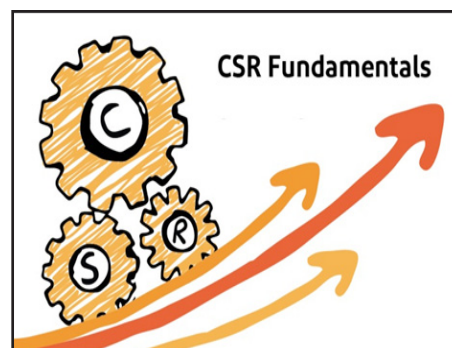
**CSR STRATEGY AND LEADERSHIP COURSE**  
18-20 June 2019, Dubai

**ABOUT THE TRAINING**

CSR requires Champions to chart the course, hold the hands, and lead the way. The leadership dimension is often the key to successful CSR. This course will offer delegates a deep understanding of the leadership dimension within CSR and Corporate Sustainability.

**TAKING YOUR SKILLS TO THE NEXT LEVEL**

- Equipped with new strategies for outthinking leadership, you will emerge better prepared to:
- Assess the changing social and ecological environment and opportunity in ripe bottom line markets.
- Develop measures for improving sustainability strategy.
- Foster relationships with internal and external stakeholders.
- Navigate the aftermaths of the economic & financial crisis and the emerging trends of the bottom of the pyramid.



18<sup>th</sup> - 20<sup>th</sup> June 2019

CSR Strategy and Leadership Training

23<sup>rd</sup> - 25<sup>th</sup> June 2019

GRI Standards Training (English)

23<sup>rd</sup> - 25<sup>th</sup> July 2019

CSR Fundamentals Training

To register please email us at [admin@arabiaccsrnetwork.com](mailto:admin@arabiaccsrnetwork.com), [trainings@arabiaccsrnetwork.com](mailto:trainings@arabiaccsrnetwork.com)

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## ACSRN News & Events

### *Meeting with Environmental Centre for Arab Towns (ECAT)*

On the 3<sup>rd</sup> of April, Arabia CSR Network President and team members held an introductory meeting with representatives of ECAT in the ACSRN office. The session discussed possible areas of cooperation and discussed the possibility of ECAT participating in activities such as the Arabia CSR Awards and Forum. During the course of the session, the members of ECAT were informed about the GRI and CSR certified trainings that were conducted in Arabic in other countries as well by ACSRN. Possible future mechanisms of cooperation were also discussed in the meeting.

### *12<sup>th</sup> Arabia CSR Awards Clinic 2019*

The Clinic for the 12<sup>th</sup> Cycle of the annual Arabia CSR Awards held on the 10<sup>th</sup> of April was graciously hosted by the Grand Millennium Hotel, Dubai. The event featured past, current and potential applicants of the Arabia CSR Awards to provide a complete outline of the methodology, the categories and useful hints on submitting a successful application. The Awards Clinic was conducted by Arabia CSR Network President & CEO and a trainer and senior team member of the Arabia CSR Network. The Clinic also included a talk by a senior representative from ENOC, the exclusive sponsor of the Awards and three short presentations from 11<sup>th</sup> cycle Awards winners, Gulf Petrochemical Industries Company (GPIC), Engie and Duqm Refinery.

The Awards Clinic provided an excellent platform to gather and educate the 12<sup>th</sup> Arabia CSR Awards participants and build the necessary understanding of the requirements throughout the application process. Winners of the 11<sup>th</sup> cycle reflected on their journey of the Arabia CSR Awards and their approach to filling a winning application and how the Awards has positively impacted their sustainability performance.



### *Sheikh Khalifa Excellence Awards (SKEA) 2019*

The Sheikh Khalifa Excellence Award (SKEA) is a prestigious event that dates back to 1999 when it was created by the Abu Dhabi Chamber of Commerce & Industry (ADCCI). The objective of the Award is to recognise entities that are looking for continuous improvement and thereby, improving the competitiveness of the Business Sector in Abu Dhabi and the UAE. SKEA was the first programme in Abu Dhabi to be aligned with international best practices and to have adopted the EFQM Excellence model. This year, Arabia CSR Network President and CEO joined this prestigious platform which was held on the 11<sup>th</sup> of April, as a member of the Jury team.



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### ***Interview with Fujairah TV***

Arabia CSR Network President and CEO gave an interview to a representative from Fujairah TV on the 14<sup>th</sup> of April. During the course of the interview, the main points of the recent successfully held Awards Clinic were discussed. ACSRN President and CEO further elaborated to the interviewer the high esteem the Award was held within the region as well as globally. She also explained the rigorous evaluation methodology employed by the international panel of jury in selecting the finest organisations from the region, which was a main reason for the Award's popularity year after year. She ended the interview with the hope that more organisations would apply for the Award as it continued to blaze a path of CSR and sustainable best practices in the region and beyond.

### ***Meeting with Rotary Club Jumeirah***

Arabia CSR Network President & CEO gave a presentation to members of Rotary Club Jumeirah on the 17<sup>th</sup> of April about the Arabia CSR Awards. Rotary is a global organisation that has more than 1.2 million members from the business and professional sector. The objectives of the Rotary Club are to provide assistance in humanitarian service and vocational areas and to build peace and goodwill. In her presentation to the Rotary Club Jumeirah members, the President & CEO of Arabia CSR Network apprised them about the origins of ACSRN and the need for it in the region. She also talked at length about how through the Arabia CSR Awards there was a conscious effort to create a regional benchmark that is based on international best practices and standards. She explained how international standards such as UN Global Compact Principles and GRI Standards and also the European EFQM Excellence Model were all used in developing the criteria for the Awards. Moreover, she informed the members about the constant and rigorous review process that the Arabia CSR Network conducts every year at the end of every cycle to review, amend and update the criteria of the Awards, based on the secretariat, judges and the applicants feedback in order to ensure that the Awards remain relevant to the international sustainability context, while at the same time addressing the local issues, trends and developments in the region and the evolving expectations of stakeholders. The meeting concluded with an invitation to the Rotarians to apply for the 12<sup>th</sup> cycle of the Awards through their organisations.



### ***Effective Branding and Communications for the Community initiatives***

On the 18<sup>th</sup> of April, a workshop organised by Dubai Chamber and du called "Effective Branding and Communications for Community Initiatives". It was attended by a member from Arabia CSR Network. The one day workshop focused on how to brand and communicate creatively. The session was introduced by the Programme Manager of Dubai Chamber, who gave a brief overview of Engage Dubai Programme, which is part of an international network of community organisations that collaborate to support the development of healthy and sustainable communities by volunteering.

The workshop was conducted by the Executive Vice President of Brand and Corporate Communications from du who involved the attendees through interactive and engaging sessions of sample scenarios and questions. The workshop emphasized on the need to establish partnership and relationship to create relevance for both organisations for win-win benefits and the need for telling a story with a human touch in order for key stakeholders and people to be interested, more engaged and to be relatable.

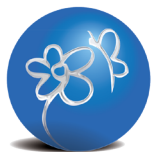


### ***Webinar: Transitioning to a Circular Economy***

Arabia CSR Network President & CEO and three other members attended a webinar on the 25<sup>th</sup> of April on the topic, 'Transitioning to a circular economy'. The webinar touched on the increasing pressures of natural and man-made resources and how innovative companies were taking lifecycle assessment approaches and tackling circularity from as early as product development, with the goal of reaping the reputational and commercial benefits. The speakers on the webinar included Dell's Corporate Sustainability Director, Europe, Middle East & Africa, Dow Chemical Company's Director Chemicals Management and Circular Economy and WBCSD Director, Circular Economy. The webinar was moderated by the Associate Director US of Forum for the Future. Key areas of discussion included: How to implement circularity principles from product development, Work with cross-industry & regulatory collaboration: partnerships delivering successful programmes, How to measure and compare circular performance & Close the loop to shape a new economy. Is it possible by 2030?







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### 10<sup>th</sup> edition of Social Service Conference

The 10<sup>th</sup> edition of the Social Service Conference was held under the patronage of His Highness Sheikh Sultan bin Mohammed bin Sultan Al Qasimi, Crown Prince and Deputy Ruler of Sharjah, from the 24<sup>th</sup> to the 25<sup>th</sup> of April. The slogan of this year's conference was "Preparing for the future of social service". The conference was attended by Arabia CSR Network, it tackled modern methods to promote social institutions through four main topics embodied in 16 scientific workshops.

Talking about the event, the Director of the Sharjah Social Services Department (SSSD), said "We are looking at discussing the future of social service and developing its practice in light of the development witnessed by the community, which is the focus of social work." He further added that the conference was aimed at meeting the latest developments and the requirements of professional methods in social work, which necessitated everyone to work towards achieving these goals in scientific and practical ways to reach the ultimate goal of ensuring "human well-being".



### Hawkamah & ICSA 2019 Annual Conference

On the 25<sup>th</sup> of April, Arabia CSR Network President and CEO attended the Hawkamah and ICSA 2019 Annual Conference in Dubai which was on the topic 'Towards Sound Corporate Governance and Sustainable Growth: Strengthening the Role of Companies in Society'. The conference explored how good corporate governance practices enabled the government, the private sector, and government-owned enterprises into supporting sustainable economic growth in the face of rapid change and growing economic pressures.

Other areas discussed also included questions regarding what made the region unique (or similar) with other markets as they dealt with companies with similar corporate structures? How could regional organisations adopt good international practices given all the structural, institutional and culture challenges? How could decision-makers strike the right balance that would elevate good governance practices beyond mere compliance, and ensure that good governance actually added value?



The speakers, moderators and panelists at the conference included specialists and experts in their respective fields. Some of these included the Board Chairman of Hawkamah, Executive Director of the Oman Center for Governance and Sustainability, Senior Fellow of the Harvard Law School and Associate Director of Harvard Law School Program on Corporate Governance, Associate Professor of Accounting at the National University of Singapore, Company Secretary, FCIS; Sonya Janahi, Board Member of Bahrain Chamber of Commerce and Industry and many others.

### CSR Advanced Training

CSR Advanced training is meant for individuals who have a basic foundational knowledge of CSR and Sustainability and are looking to add to that which would help in their organizational roles. A customised two-day CSR Advanced training was conducted from the 29<sup>th</sup> to the 30<sup>th</sup> of April. The training was conducted in Arabia CSR Network premises. The course content of the 3 day training was abridged without leaving out any crucial modules in order to accommodate the needs and requirements of the client.

### Global Airport Leaders Forum

The Global Airport Leaders Forum is an event that brings 1,000 professionals from across the global air traffic management industry together in order to discuss the most important issues faced by the sector. The current edition of the Forum was held on the 29<sup>th</sup> of April. Arabia CSR Network President and CEO was one of the speakers, she was invited to talk on diverse issues such as 'Smart Airports and Sustainability', 'Environmental Integrity', 'Carbon Offsetting' among others.





## The 11<sup>th</sup> Annual Arab Youth Survey 2019

The launch of the 11<sup>th</sup> Annual Arab Youth Survey was held on the 30<sup>th</sup> of April at the Ritz Carlton DIFC. Over the course of 10 years, the annual ASDA'A Burson-Marsteller Arab Youth Survey has offered a unique insight into the attitudes and aspirations of the region's biggest demographic- the youth. Arabia CSR Network President and CEO attended the event. The survey included youth from the six Gulf Cooperation Council states (Bahrain, Kuwait, Oman, Qatar, Saudi Arabia and the UAE), North Africa (Algeria, Egypt, Libya, Morocco, and Tunisia), the Levant (Iraq, Jordan, Lebanon and Palestine) and Yemen. The aim of the survey is to provide evidence based insights to the public and private sector and civil society institutions vital feedback and analysis to inform to feed into their decision-making and policies.

## Member News

### Dubai receives top rating in energy, environment design

Dubai Electricity and Water Authority added another feather in Dubai's cap when it became the first city in the MENA region to receive the Platinum rating in Leadership in Energy and Environmental Design (LEED) for Cities from the US Green Building Council. Speaking on the occasion, the Crown Prince of Dubai and Chairman of Dubai Executive Council, His Highness Sheikh Hamdan Bin Mohammad Bin Rashid Al Maktoum, attributed Dubai's rapid growth in various vital sectors to the vision of His Highness Sheikh Mohammad Bin Rashid Al Maktoum, Vice President, Prime Minister and Ruler of Dubai. He further added that incorporating sustainable development strategies in the plans for the future as per the directives of Sheikh Mohammad had ensured great progress in the clean energy sector. Expressing happiness on the achievement, he said that Dubai aimed to consolidate its position as a global hub for sustainable development and that the city was undertaking a range of sustainable projects including the world's biggest concentrated solar power project and the world's tallest solar tower.



The CEO of DEWA said that the new achievement came in line with the directives of the UAE's wise leadership, and contributed to achieving the vision of His Highness Sheikh Mohammad to build a green economy in the UAE under the theme 'A Green Economy for Sustainable Development' and the Dubai Clean Energy Strategy 2050, which aims to make Dubai a global centre for clean energy and green economy; and the United Nations Sustainable Development Goals (SDGs) 2030.

To find more, please visit: <https://www.khaleejtimes.com>

### Design of Enoc's Ghaf-inspired Expo 2020 Dubai fuel station revealed

Emirates National Oil Company (ENOC) unveiled the design of its service station for the Expo 2020 Dubai. The design takes inspiration from the Ghaf tree which is the national tree of UAE and also symbolizes the Year of Tolerance. Speaking on the occasion, the CEO of ENOC said that taking inspiration from the tree was the company's way of celebrating the rich heritage of the UAE. As the integrated energy partner of Expo 2020, he said that ENOC envisioned a concept that was representative of how the company had incorporated cutting-edge technologies and digital transformation to pave the way for a new generation of service stations in the country and the wider region.



In choosing the Ghaf tree, its deep roots were chosen to represent the deep rooted concept of sustainability that ENOC was following. The company said it would install photovoltaic solar power panels on the canopy which would generate in excess of 180 kilowatt-peak of energy per hour to meet the station's electricity needs. Additionally, the station will also use wind turbines to produce 30-40 kilowatts of power as well as an autonomous, solar-powered wastewater recycling system to generate water for irrigation. The station will feature digital displays, integrated electric vehicle charging stations, and cashless payment networks.

To find our more, please visit: <https://www.constructionweekonline.com>





## Local and Regional News

### ***Suqia Announces Details of 2<sup>nd</sup> Mohammed Bin Rashid Al Maktoum Global Water Award, with Prizes Totaling USD1 Million***

On the 16<sup>th</sup> of April, 2019--HE Saeed Mohammed Al Tayer, Chairman of the Board of Trustees of the UAE Water Aid Foundation (Suqia), announced details of the 2<sup>nd</sup> Mohammed bin Rashid Al Maktoum Global Water Award which was launched by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. The aim of the award is to address the growing problem of lack of potable water by encouraging research and sustainable solutions to counter it.

The award which falls under the ambit of Mohammed Bin Rashid Al Maktoum Global Initiatives has three main categories: Innovative Projects Award, Innovative Research & Development Award, and Innovative Individual Award, with prizes worth more than USD 1 million.

The first category of the award is meant for government, semi-government, and non-government organisations. It is further broken up into two categories: Large Projects Award with prizes worth USD 300,000 and USD 240,000 respectively. The Innovative Research & Development Award caters to academic institutions, research teams and individuals that are either independent or targets individuals and teams which are affiliated with government and semi government institutions and also have two categories; the National Institutions Award and the International Institutions Award with prizes worth USD 200,000 each. Finally, the Innovative Individual Award is broken up into two categories: the Youth Award, for individuals between 15 and 35 years old with a prize value of USD 20,000; and the Distinguished Researcher Award with a prize value of USD 40,000. The deadline for receiving applications is 30 June 2019.

To find out more, please visit: <https://www.apnews.com>



### ***Endorsing Sustainability Framework to strike environmental and social balance in projects***

In an effort to apply sustainability practices to all facets of RTA, a Sustainability Framework has been endorsed by the Director General and Chairman of the Board of Executive Directors during a recent session. The Sustainability Framework stands on three essential pillars which aim to strike a balance between environmental, economic and social aspects. These pillars are: sustainable luxury & happiness, sustainable transport, and sustainable economic growth and engagement.

Speaking on the occasion, the Director General of RTA said that the concept of sustainability has become firmly placed in the organisation's corporate performance and was the backbone of protecting the environment, reducing the carbon footprint and power consumption all of which were top priorities for RTA. He also acknowledged the Framework as being a manifestation of the initiative of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai on the theme of 'Green Economy for Sustainable Development', UAE Vision 2021 and the Dubai Strategy for Energy and Carbon Emission.

To know more, please visit: <https://www.rta.ae/>





## International News

### ***Helping sectors increase accountability and transparency***

In an effort to help companies define their economic, environmental and social impacts and enhance their transparency and accountability with respect to sustainable development issues, Global Sustainability Standards Board (GSSB) is focusing on coming up with Standards for the Oil, Gas and Coal sector. The first step in that regards has been the call for invitation to join an expert group that will be tasked with the responsibility.

The aim of this deeper dive into sustainability is to enable companies to be able to report, collaborate and understand their sectors better. The last date for sending an application is the 4th of May, 2019. The oil gas and coal sector has been the first one in line of the high impact sectors that affect biodiversity, climate change and human rights. Speaking on the occasion, the Chair of the GSSB said that the move sought to address a key deficiency in addressing the sector's challenges and to make it more relevant in order to drive change.

To know more, please visit: <https://www.globalreporting.org>



### ***GlobeScan and Sustainability: Sustainability Leaders Survey 2019***

GlobeScan and SustainAbility, in partnership with Sustainable Brands, has launched its 2019 Sustainability Leaders Survey, which is published as a report annually. The report uses the opinions of stakeholders and peers and experts to decide which companies and NGOs should be recognised for their strong sustainability performance. It is a unique, collaborative platform that uses research-driven insights from the most influential global thought leaders to explore the biggest sustainability challenges. The report talks about what the GlobeScan-SustainAbility Survey covers by introducing its Survey Methodology (broken up into sectors, geography and experience) and Key Findings which are based on the results of the survey which ranks the organisations. It then talks about the Institutional Leaders, NGO Leaders and Corporate Leaders for the year.



The report outlines how Experts Define Corporate Leadership, how Company Performance on Pre-Defined Leadership Attributes can be determined and how Young Adults Can Influence the Sustainability Agenda. In compiling the report each year, GlobeScan surveys thousands of sustainable development experts and practitioners from the following sectors: Corporate Government (including multi-lateral institutions) NGOs Research/academic organisations Service (e.g., consultants, media). GlobeScan publishes two reports each year, providing a regularly updated expert perspective on a range of timely topics. Each publication is supported by a global interactive webinar where leading thinkers and practitioners are invited to contribute.

To read more, please visit: <https://globescan.com>

### ***Sustainable business is good business — Creating financial tipping points for the Sustainable Development Goals***

The UN Sustainable Development Goals have been in existence for 4 years and a check on their progress does not make for a rosy picture. According to an article by the CEO and Executive Director of the UN Global Compact, not only are we lagging but in some areas, the world has even regressed.

She gives the example of women empowerment and says that going by our current rate, it would take 202 more years before gender equality could see the light of the day. Calling this a lost opportunity for the world, she says that if only we see that by empowering women we stand to add US\$ 28 trillion to the GDP of the world we might have made a more concerted effort. However, that has been lacking and with each passing year, the gap between the amount required to achieve the SDG and the amount spent continues to widen. She lays the blame for the state of affairs partly on the confusion between development assistance and sustainable development and says that the former cannot compensate or be a standalone amount to cover the SDGs. She points out the potential of emerging markets in the field of climate change which stands at US\$ 23 trillion, as an incentive to close the financing gap. She ends the article by a call to action for a way forward for businesses to advance the SDGs.

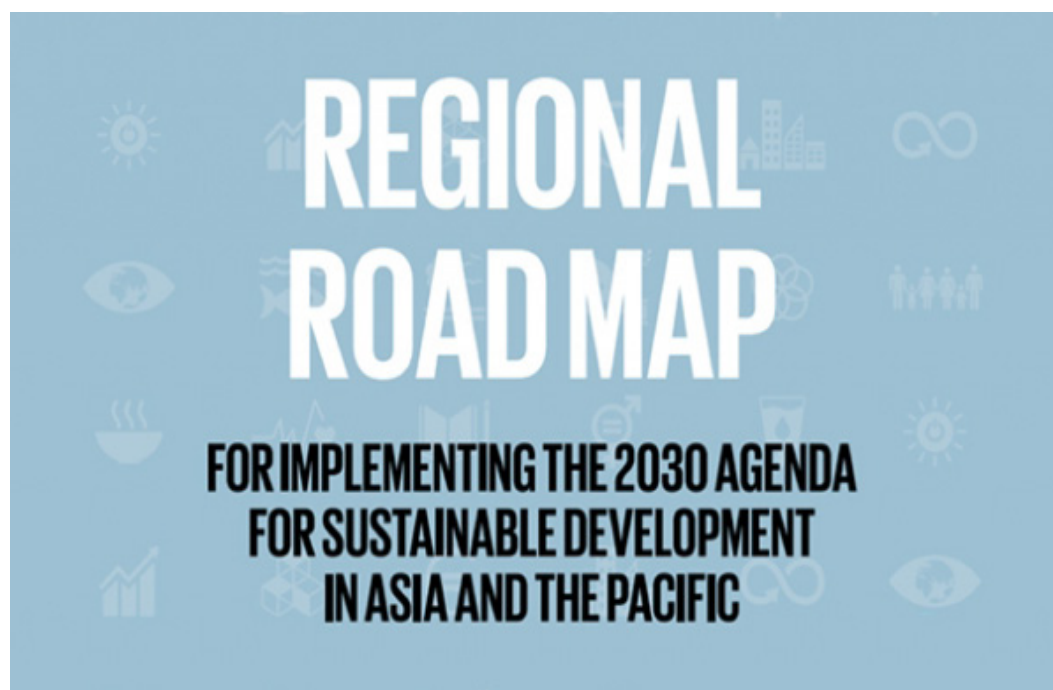
To find out more, please visit: <https://www.unglobalcompact.org>







## Asia-Pacific failing on many SDGs



*Author: Richard Welford*

According to a recent UN progress report focusing on the regional road map for the implementation of the SDG 2030 Agenda, the Asia-Pacific region is falling behind. In some cases, the report goes so far as to say that the region has even regressed.

However all is not doom and gloom. The report starts off on a promising note by acknowledging some areas that show promise. At the forefront is poverty. The report says that although people are being lifted out of poverty due to the rapid economic growth in the region, there is a need for a more resource efficient growth trajectory in order to sustain the growth and meet the SDG targets.

However, a negative by-product of the rising growth has been the shooting inequality between the 'have's and have-nots'. Particularly distressing is the observation that it is mostly the indigenous people that are being left behind with their communities being neglected and discriminated against. Vulnerable groups and women were also disproportionately affected due to inequality of

opportunities and rising disparities in wealth and income. According to the report, 70% of people in Asia-Pacific region were unable to gain access to affordable health-care.

Furthermore, more than two thirds of the population in the region was not getting pension and retirement benefits. The work force in the region is still dominated by males who make up 52% of the labour force. Another point of concern is that among people with disabilities, more than 70% are unable to support themselves through their income.

An alarming point was the lack of progress shown in the fight against climate change. The report noted that there had been no advancement in carbon reduction. The report stressed on the implications of this for the Asia-Pacific region in terms of higher temperatures, rising sea levels and therefore more risks to economies. The report cites a recent World Bank study that foresees more than a 100 million people being pushed into extreme poverty if current conditions continue. To find out more, visit: <https://www.elevatelimited.com/>



## Case Study from the Archives - DUBAI CUSTOMS

### Abstract

Dubai Customs (DC) is the implementation arm of the government of Dubai which employs an operational framework of governance that administers and controls laws, policies and processes both within and outside the borders. It has led the way for other government institutions by being the first one to incorporate the ISO 31000 risk management framework in its operations.

It has made transparency, integrity and responsiveness an integral component of its corporate governance. Dubai Customs has a strong and continuous culture of stakeholder engagement through both formal and informal mechanisms that ensure that expectations are met. The organisation achieved 94.9% customer happiness in 2016 and was ranked as the best government entity. It has a long history of stakeholder engagement with an aim to achieve ecological, social and economic balance.

### Conclusion:

Dubai Customs is a government entity that has successfully incorporated sustainability and responsibility within its organisational framework. It has demonstrated a method of border control that is sustainable and environmentally friendly while generating revenue for the country as well. The strategic policy of Dubai Customs is in line with the National Vision and is focused towards promoting a strong and vibrant economic future for the UAE. Through its operational excellence, the organisation has forged links with regional and international businesses.

Dubai Customs has incorporated one of the first annual sustainability reporting mechanism that is as per international standards and ensures that all responses and feedbacks are being monitored, reviewed and analysed on a regular and timely basis. The organisation is linked with the community and has an active and mutually beneficial relationship with members of the society. After the successful completion of its automation process, DC has achieved 50 million custom declarations, which resulted in it being acknowledged as the No.1 Customs organisation within the GCC region. Furthermore, it has been ranked at number 4 globally by the World Economic Forum.



*This abstract has been taken from the ACSRN publication titled 'Arabia CSR Best Practices: 2018'. For more details on Dubai Customs & other companies that have been recognised for their innovative and effective CSR strategies, write to us at [admin@arabiacsrn.com](mailto:admin@arabiacsrn.com) and get your copy now!*