

الشبكة العربية للمسؤولية
الإجتماعية للمؤسسات
Arabia CSR Network®

ARABIA CSR AWARDS

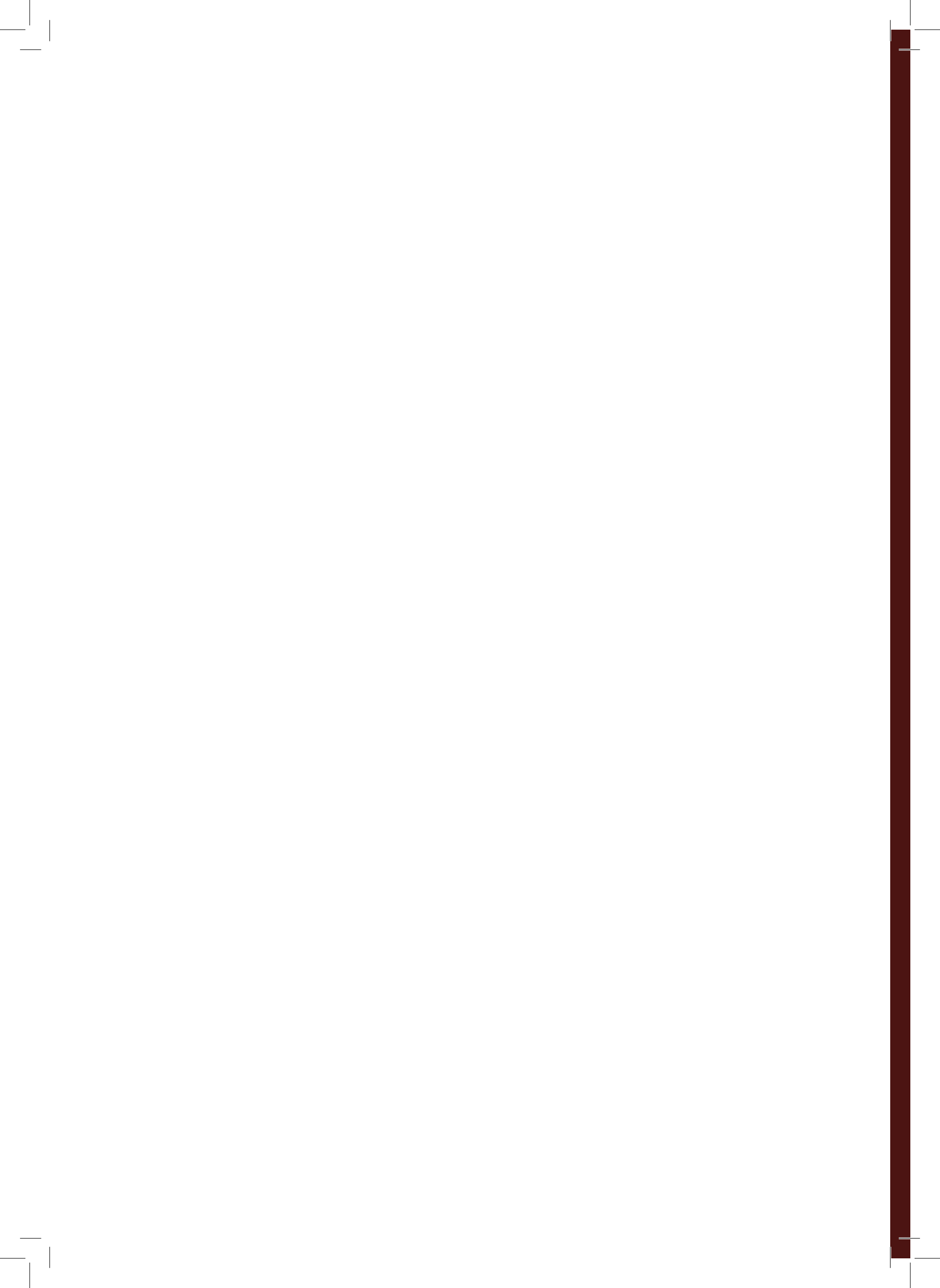
TWELFTH CYCLE 2019

الجائزة
العربية
للمسؤولية
الإجتماعية
للمؤسسات



ARABIA
CORPORATE
SOCIAL
RESPONSIBILITY
AWARDS







WINNERS BOOKLET



TABLE OF CONTENTS

Foreword	6
Evolution of the Awards	7
Arabia CSR Awards 2019 Trends Analysis	10

THE WINNERS

PUBLIC SECTOR CATEGORY

Dubai Electricity and Water Authority	13
Dubai Customs	14
Municipality and Planning Department of Ajman	15

LARGE BUSINESS CATEGORY

Emirates Integrated Telecommunication Company PJSC (Tie)	17
Gulf Petrochemical Industries Company (GPIC) (Tie)	18
Accenture Middle East (Tie)	19
ALSAYER Group Holding Company (Tie)	20
Transguard Group	21

MEDIUM BUSINESS CATEGORY

Al Jazeera International Catering (JIC)	23
Salalah Methanol Company	24

SMALL BUSINESS CATEGORY

AESG Project Development Consultant	26
Knowledge Group	27
Etihad ESCO	28

الجائزة
العربية
للمسؤولية
الإجتماعية
للمؤسسات



ARABIA
CORPORATE
SOCIAL
RESPONSIBILITY
AWARDS

FINANCIAL SERVICES SECTOR CATEGORY	
BMCE Bank of Africa	30
UAE Exchange	31
Saudi Investment Bank	32
ENERGY SECTOR CATEGORY	
Emirates National Oil Company - ENOC	34
International Power SA - ENGIE	35
CONSTRUCTION SECTOR CATEGORY	
AF Construction LLC	37
HOSPITALITY SECTOR CATEGORY	
Holiday Inn Al Barsha Dubai	39
Two Seasons Hotels & Apartments	40
SOCIAL ENTERPRISE CATEGORY	
Oman LNG Foundation	42
HEALTHCARE SECTOR CATEGORY	
Aster DM Healthcare	44
PARTNERSHIPS & COLLABORATIONS CATEGORY	
Khalifa International Award For Date Palm And Agricultural Innovation	46
Gulf Petrochemical Industries Company (GPIC) (Tie)	47
MA'ADEN (Tie)	48
BMCE Bank of Africa (Tie)	49
Morouj Commodities Ltd (Tie)	50
PROFILES OF SPONSORS	52
CONCLUSION	55

DNV-GL Business Assurance was engaged to independently review the processes related to Arabia CSR Awards 2019 by Arabia CSR Network. Based on the information presented to us, we carried out a process review including interaction with select jury members, review of scoring methodology, compilation of final results. Nothing came to our attention to suggest that the established processes related to scoring of applicants have not been correctly compiled by Arabia CSR Network, from the available information provided by the applicants for this award.

DNV-GL

Foreword



The true worth of any journey is not in the destination but in the processes and commitment that goes into reaching towards the milestone. After winning a cherished accolade, an artiste once famously said, "In the end it's about the work, not an award you get for the work." And that truly qualifies the Arabia CSR Awards, which impels applicants to move beyond winning a coveted trophy and attaining recognition.

The Awards have been designed as a benchmark, a learning tool and a mechanism that can be used to develop a sustainable value framework of the highest standard. Therefore, fulfilling the criteria of the Awards is not an easy task and one that demands focus, dedication, teamwork and perseverance.

In its 12th cycle, the Arabia CSR Awards have driven **116** organisations from different parts of the Arab Region, to demonstrate the level of maturity that would reflect their commitment, inclusiveness and the quest for continuous improvement. These organisations have described their journey towards excellence with corporate responsibility being the main propeller. Out of them, **28** organisations have convincingly distinguished themselves as true champions and exemplars of sustainability.

We congratulate each and every organisation that joined the Arabia CSR Awards in 2019 and not just the finalists. We recognise the hard work that has gone into meeting the criteria, constructing the responses, generating the requisite evidence and satisfying the jury of international and regional experts. You all do us proud and prove beyond a doubt that responsible business is the growing norm in our Region.

Habiba Al Mar'ashi
President & CEO,
Arabia CSR Network

Evolution of the Awards

In the early 2000's the concept of Corporate Social Responsibility and Sustainability in organisations operating in the Arab Region was nothing more than 'small talk'. Everyone knew what it meant, or imagined they knew what it meant but no one really considered it a viable option for a business to incorporate it in their operational strategies.

The Arabia CSR Awards were created to fill this void and replenish the much needed thirst for a CSR centric sustainability best practices platform. In order to assess the level of interest in the concept of an Awards platform geared towards sustainability best practices, a survey was conducted by Arabia CSR Network (ACSRN) in 2006 to gauge the depth of implementation of CSR practices among organisations in the UAE. The results revealed a landscape that was welcoming to the idea. Furthermore, there seemed to be considerable progress achieved by organisations in areas of environmental, social and governance and there were signs of existing patterns of responsible behaviour. These were welcoming signs and prompted ACSRN to set about the process of developing the now iconic Award initiative which combines global best practices with local issues and the rest is history. In 12 short years, the Arabia CSR Awards have become the 'sustainability benchmark of the Arab Region'. It's widespread popularity is due to the rigorous evaluation methods that it employs to assess applicants and to provide them a roadmap for future improvement.

The objectives of the Awards comprise of the following:

- To bring the latest international CSR and sustainability developments, trends and standards to the Arab Region
- To raise awareness and spread the culture of CSR and sustainability
- To promote CSR as an essential element of a successful business model in the Arab Region
- To recognise and honour organisations in the Arab Region that demonstrate outstanding leadership and commitment to Corporate Sustainability
- To commend international organisations that are actively pursuing Corporate Sustainability in the Arab Region
- To create a database of CSR best practice case studies from around the region

By implementing international frameworks and principles like the UN Global Compact Ten Principles, the GRI standards framework and the EFQM business excellence model, the Awards have earned the respect and acknowledgement of big brands and regional powerhouses that continue to vie for the top spot. This is because winning the coveted crystal of the Arabia CSR Awards, also known popularly as the 'Green Oscars of the Middle East' means that your organisation is on the right path. In a day and age when customer perceptions make a world of difference in the image of an entity, that sort of validation is more than double its weight in gold.

Another unique aspect of the award is the self-scoring provision which helps organisations benchmark themselves against the scores provided by the jury. The jury also offers a detailed feedback on each application, adding great benefits to the applicants. The comments and recommendations have helped many organisations improve their CSR and sustainability practices in a significant way. The special scores awarded to sustainability reports have pushed many organisations to consider sustainability reporting as a value added exercise and has led to an increase in transparency and accountability.

The year long process culminates in the Awards Gala Event which is a chance to witness and be inspired by the sustainability champions of the region. It is also a great networking opportunity and a chance to learn from the trailblazers of sustainability. The Awarding Ceremony concludes the cycle of the Awards, following which the Network publishes a best practice case study compilation based on some of the finalists of the awards. This rich resource is of great value to practitioners and researchers alike and provides glimpses of good practice through 'best in class' examples. It also provides a good synoptic view of the CSR and sustainability landscape in the Arab Region.

Registration by Category 2019



25

Public Sector
Organisations /
Departments



22

Large-Sized
Enterprises



11

Medium-Sized
Enterprises



11

Small-Sized
Enterprises



9

Financial
Services



6

Energy
Sector



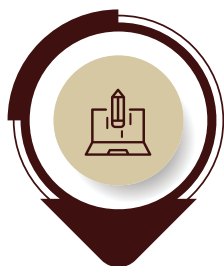
3

Construction
Sector



4

Hospitality
Sector



4

New
Business
Sector



10

Social
Enterprise
Sector



3

Healthcare
Sector



56

Partnerships &
Collaborations

2019 Participation by Sector

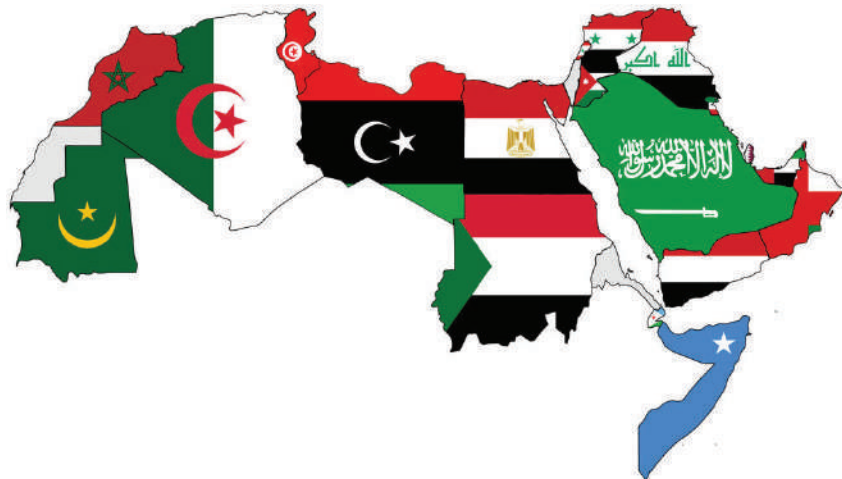
- Agriculture
- Alternative Education
- Aluminium Smelting
- Automotive Business
- Aviation
- Business Support Services
- Catering , Housekeeping & Laundry Services
- Chemicals
- Construction & Materials
- Consulting
- Consumer Products
- Energy
- Environmental Services
- Facilities Management
- Financial Services & Banks
- Food & Beverage
- Government/ Public Service
- Healthcare
- Higher Education
- Hospitality
- Information and Communication Technologies
- Insurance
- Manufacturing
- Mechanical or Industrial Engineering
- Mining
- Non Ferrous Scrap
- Non-profit / Non-Governmental
- Oil & Gas
- Packaging
- Petrochemicals
- Pharmaceutical Supplies
- Photography Services
- Real Estate
- Retail
- Social enterprise
- Technical Training
- Technology
- Tech (Phone, Laptop & Tablet) Repair
- Telecommunications
- Transport Services
- Travel & Leisure
- Utilities



Sector Comparison 2018 - 2019

2019 Participation by Country

- Arab Republic of Egypt
- Hashemite Kingdom of Jordan
- Kingdom of Bahrain
- Kingdom of Morocco
- Kingdom of Saudi Arabia
- Lebanese Republic
- Republic of Iraq
- Republic of Sudan
- Republic of Tunisia
- Republic of Yemen
- State of Kuwait
- State of Palestine
- Sultanate of Oman
- United Arab Emirates



Arabia CSR Awards 2019

Trends Analysis



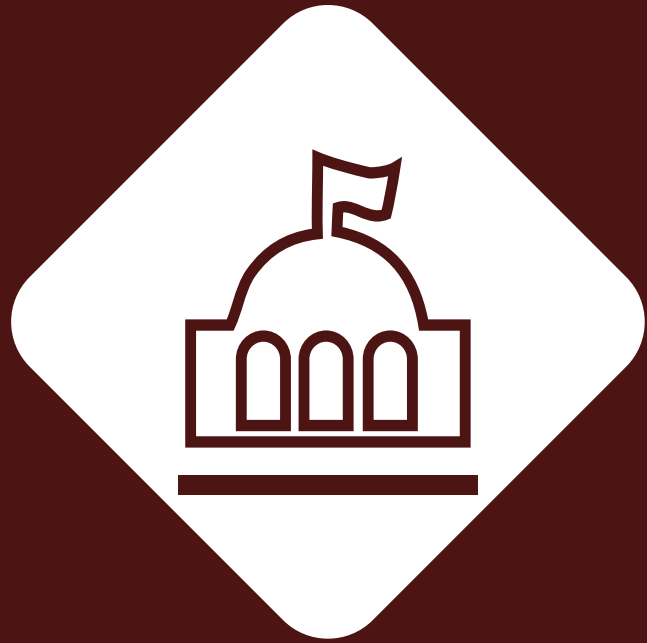
The 12th cycle saw notable participation from a diverse range of sectors for the coveted iconic crystal of the Arabia CSR Awards. The competition for the top spot was fierce this year as the Awards Secretariat received **116** registrations and a total of **164** applications which were spread over the **12** categories of the Awards. Among the **12** categories, the highest number of registrations was made in 'Partnerships & Collaborations (**56**). This number comprises of (**48**) submissions that were made by entities that were participating in their respective categories along with the partnerships and collaborations category and (**8**) submissions that were made exclusively in the partnerships and collaborations category. The rest of the distribution was (in higher to lower order): Public sector (**25**), Large-sized enterprise (**22**), Medium-sized enterprise (**11**) and Small-sized enterprise (**11**), Social Enterprise (**10**), Financial Services (**9**), Energy (**6**), Hospitality (**4**), New Business (**4**) Construction (**3**) and Healthcare (**3**). With regard to submissions and registrations, the highest number to register came from United Arab Emirates, followed by the Kingdom of Saudi Arabia.

These submissions originated from **42** wide-ranging and diverse sectors operating in the Arab Region. The registrations originated from **14** MENA countries reflecting the wide-spread popularity and high esteem it is held in by the leading entities in the region. The process of evaluation of each category takes into account the business and operational requirements of that sector and the ways an entity from the category can incorporate CSR and sustainability best practices within its overall strategy. These evaluation techniques are constantly and regularly updated according to the latest industry and global trends.

The Awards are developed with the mind-set of creating a regional benchmark that is based on international best practices and standards, such as UN Global Compact Principles and GRI Standards and the European EFQM Excellence Model. Ultimately, **78** applications reached the jury table and were evaluated and **28** top performers were identified, based on their answers, supporting evidence and other corroborative material obtained directly from the companies or sourced from publicly available channels. Another welcome sign of the flourishing endorsement of transparency and accountability among entities in the Arab Region can be seen in the high number of organisations that accepted the option of sharing their sustainability reports. This year, **56** entities submitted their sustainability reports which is an indication of the growing practice of non-financial reporting and the adoption of CSR and sustainability best practices.



12TH CYCLE
FINALISTS



**PUBLIC SECTOR
CATEGORY**



WINNER

PUBLIC SECTOR CATEGORY

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority



Dubai Electricity and Water Authority (DEWA) is a public service infrastructure organisation, an internationally accredited entity and a multiple winner of the Arabia CSR Awards that was founded on the 1st of January 1992 by the late Sheikh Maktoum Bin Rashid Al Maktoum. According to the Sustainability Report 2018, DEWA employs an active workforce of **11,787** employees and provides **844,216** customers with electricity and **750,172** customers with water. The organisation is recognised for its continuous innovation and upgrading of systems, processes, technologies and resources to provide first-rate services for electricity and water for the Emirate of Dubai.

DEWA is the first government organisation to reformulate its vision based on the newly announced directives of H.H. Sheikh Mohamed Bin Rashid Al Maktoum, Vice President and Prime Minister of the United Arab Emirates (UAE) and ruler of the Emirate of Dubai to become a globally leading, sustainable, innovative entity, ensuring at the same time the alignment with the aspirations set out in the **17** UN SDGs. In this regard, the organisation is on track to achieve its goals of protecting the environment, preserving its natural resources and reducing carbon footprint to achieve the goals of the Dubai Clean Energy Strategy 2050 by providing **75%** of Dubai's total power output from clean energy sources by 2050 and making Dubai the city with the lowest carbon footprint in the world.

DEWA is a supporter of the Carbon Abatement Strategy to reduce carbon emissions by **16%** by 2021, as well as the Demand Side Management Strategy to reduce energy and water use by **30%** by 2030. In 2018 DEWA achieved world

Dubai Electricity and Water Authority

UNITED ARAB EMIRATES

record results in the Sustainability Culture Indicator, by scoring **90.17%** which exceeds the global average achieved by multinational organisations.

The conservation programmes and initiatives of DEWA over the past 10 years have achieved cumulative savings of two terawatt-hours of electricity and **7.4 billion** gallons of water, equivalent to a total saving of **AED 1.2 billion**.

DEWA has achieved cumulative efficiency improvement equivalent to **50.5 million MT** of CO₂ emission reduction achieved through optimising the design and utilisation of power and water co-generation plants. DEWA's transmission line availability is typically above **99.9%** reflecting world-class standards of performance.

Every year, DEWA carries out extensive external analyses of the macroscopic environment through PESTLE [Political, Economic, Social, Technological, Legal and Environment] and analysis and Horizon scanning quality. These take into account critical factors, trends and developments. Findings are used to identify opportunities and threats and used for SWOT analysis.

DEWA has embarked on sustainability and innovation journey with a clear vision, "A globally leading sustainable innovative corporation." DEWA's vision, mission, motto and values are communicated consistently through different channels. This activity is an essential part of the Strategy Planning & Execution framework. Eventually all feedbacks are taken to ensure the communication and measurement processes are improved continuously.

“ At DEWA, we work in line with the vision and directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. We are committed to our corporate social responsibility to contribute to achieving the UAE Vision 2021, which aims to preserve a cohesive society that is proud of its identity and sense of belonging.

H.E. Saeed Mohamed Al Tayer
MD & CEO

1st RUNNER UP

PUBLIC SECTOR CATEGORY



**Dubai
Customs**
UNITED ARAB EMIRATES



Dubai Customs (DC) is a globally reputed public department and the implementation arm of the government of Dubai, it employs an operational framework of governance that administers and controls laws, policies and processes both within and outside the borders. It is a regional leader in adopting well-structured CSR approaches based on the ISO **26000** international standard for social responsibility and has won the Arabia CSR Awards multiple times in the past.

Since being known by its classic Arabic name of 'Al Furdah' meaning 'berth', Dubai Customs has always enjoyed a long standing and well deserved position of prestige and respect amongst the government entities in Dubai. It is therefore no coincidence that it is commonly acknowledged as "The Mother of Government Departments". In spite of being more than a hundred years old, Dubai Customs continues to evolve and adapt. A recent example of this being the adoption of an institutional direction under the capable and visionary leadership of H.H. Sheikh Mohamed Bin Rashid Al Maktoum, Vice President and Prime Minister of the United Arab Emirates (UAE) and Ruler of the Emirate of Dubai.

The Vision, Mission and Corporate Values of Dubai Customs clearly reflects sustainability and business responsibility. The organisation's vision is to be the leading customs administration in the world supporting legitimate trade. Their mission is to protect the society and sustain economic development through compliance and facilitation. The vision, mission and values are regularly reviewed ensuring it is strongly mapped with Dubai's direction and priorities for a happier society, environment and nation. Dubai Customs also has a dedicated mechanism to assess needs

and expectations of its stakeholders with the aim to improve their happiness and satisfaction level. The organisation has identified its stakeholders as customers, value chain partners, government authorities, international bodies, other customs entities, employees and the community it operates in. The strategy department then engages independent external survey organisations to conduct surveys assessing needs and expectations of stakeholders, mostly every 2 years with the objective to better understand and meet stakeholder expectations and enhance their level of happiness and perception towards the organisation.

Being a public service entity, even though it does not have a direct environmental risks and impact, DC's Risk & Opportunities assessment process takes into account the environmental impacts related to waste management, energy consumption, water pollution, fleet fuel emissions, paper depletion and other carbon emissions as the organisation tries its best to minimise and mitigate these impacts as per the international standards of **ISO 14001** and **OHSAS 18001**. Dubai Customs has a clear, written and communicated policy on its Environment, Health and Safety practices which is implemented internally and externally for all stakeholders including its clients, suppliers.

The performance of DC in 2017 is:

- Number of trees saved - **541**
- Carbon reduction - **108 MT**
- Paper recycled - **32 MT**
- Annual savings generated **AED 199,000**

“ We are not just a control department; we care for our internal and external stakeholders and work hard to keep them happy and meet their expectations. We have a challenge of how to maintain the effective control system that can adapt to the ever-changing global trading system. On the sustainable social development front, we excelled in voluntary work and our global position in sustainability and responsibility.

*Ahmed Mahboob Musabih
Director General*

2nd RUNNER UP

PUBLIC SECTOR CATEGORY



Municipality and Planning Department of Ajman was established in 1968 under the Act issued by His Highness Sheikh Rashid bin Humaid Al Nuaimi, Supreme Council Member and Ruler of Ajman. The vision of the Municipality and Planning Department of Ajman is to create a happy society that contributes to building a green economy, stimulated by a distinguished government in harmony with the spirit of union. The department fully endorses and backs the government's initiatives and has aligned its activities with UAE's vision 2021 and national agenda, as well as the UN sustainable development goals (**SDG 2, 5, 6, 7, 9, 11, 12, 13, 14, 15 and 17**).

In line with the goal of preserving the environment for generations to come, the department successfully established the sustainability research center for environmental support for all sectors of the department. This was the first instance of a government department adopting such a unique initiative. Some of the activities conducted by the center include:

- Application of environmental protection technology and natural resource management
- Renewable energy applications
- Sustainable management of human activities and of violations
- Management of traditional water resources such as ground water and nonconventional water, such as sewage and desalination
- Management of the coastal area and waterfront of the city of Ajman
- Applying the best environmental health and safety standards
- Establishment of environmental information bank and urban activities in cooperation with spatial information systems
- Developing national experts working in the Department through professional programmes linked to international subject matter expert centers (Boston University, USA, King Abdullah University of Science and Technology, KSA and Munich University, Germany)

Municipality and Planning Department of Ajman

UNITED ARAB EMIRATES

Ajman Municipality has been committed to the conservation and preservation of the environment, to combat climate change and improve overall energy efficiency. The department has initiated several activities in 2018, some of these include:

- Implementation of corrective measures to reduce environmental impacts and carbon emissions
- Completion of the first phase of study of the recycling of waste at the Municipality, through the creation of a waste management inventory system.
- Replacing of fluorescent lamps with LED lamps, which resulted in savings of **543,722** Mwh annually.
- Purchase of **20** hybrid Cars, which resulted in savings of **5,207 MT** of CO₂ emissions from 2017 - 2018.
- The Department has formulated a plan to install photo voltaic systems on roof tops of its facilities in order to reduce electricity consumption.

With regards to the energy saving performance of the department, the following was achieved:

- Total volume of fuel saved in 2018 was **489,888** litres, as only **598,751** litres of fuel was consumed in 2018 as compared to **1,088,639** litres in 2017, a difference of **45%**
- Energy consumption also decreased from **12,527,370** kwh in 2017 to **12,026,275** kwh in 2018, a reduction of **4%**
- With regards to waste management, the amount of waste that was recycled and reused instead of going to the landfill increased from **7,048 MT** in 2017 to **10,612 MT** in 2018, an increase of **50.6%**

“ The Department has been working across its different sectors to create the measures of sustainability that align with UAE Vision and the goals of the national agenda, which aligns in turn with the UN Agenda for Sustainable Development. We are proud to release the first Sustainability Report as per the standards of GRI, with the aim of reinforcing the principles of transparency and sharing with different stakeholders our achievements to ensure comprehensive sustainability.

Abdulahman Mohamed Al Nuaimi
Director General



**LARGE BUSINESS
CATEGORY**



WINNER^(TIE)

LARGE BUSINESS CATEGORY



The Emirates Integrated Telecommunication Company (EITC) is a UAE-based organisation with **2** major brands under it – du and Virgin Mobile Middle East. EITC strongly believes that economic, environmental and societal sustainability, i.e. the triple bottom line, are mutually beneficial and, in turn, mutually detrimental: if one is compromised, it has a domino effect on the other pillars too. EITC's commitment towards responsible and sustainable business operations is supported by a strong governance structure, far exceeding regulatory requirements, to ensure ethics and integrity. EITC aims to make a difference to major regional level sustainability challenges, from climate change to youth unemployment, from depleting natural resources to employee well-being and safety. It's sustainability pillars are; to deliver the benefits of ICT to everyone, make EITC's people and communities happier and operate ethically and responsibly. In response to stakeholder concern for data privacy and cyber security, EITC has developed adequate strength across all security domains and to ensure the control environment is of sound design and operation.

EITC's Managed Services offerings including cloud computing and security solutions are increasingly preferred by businesses due to their convenience and environmental benefits. EITC launched a Digital Lifestyle & Innovation Division in 2018, which is a key driver and enabler of digital transformation. The official strategic partner of the Smart Dubai Office and the platform provider for Smart Dubai; EITC is offering innovative 'Internet of Things'

Emirates Integrated Telecommunication Company PJSC

UNITED ARAB EMIRATES

solutions which will help deliver environmental savings and improved quality of life for customers. Furthermore, the partnership includes innovation and the rapid development of a world class integrated system to connect all private, public and government entities in one unbreachable, secure location. Collaboration with Dubai Silicon Park, involves building the UAE's first Smart District. EITC is also working with major government entities to offer a variety of solutions through the Dubai Pulse platform, including Infrastructure Platform and Data Science as a service, etc.

EITC has initiated energy-efficient practices such as installation of lower capacity generators, solar sites, free-cooling systems, LEED certified stores. EITC's redesigned SIM card packing is aimed at reducing plastic by **99%**. EITC is the proud recipient of the 'UL Indoor Air Quality Building' certification, - the world's first Comprehensive IAQ certification and preventative maintenance programme. Internally, automation through robotics, employee-driven innovation initiatives and a Use Case Catalogue for innovation have led to immense operational and functional improvements. Community initiatives include the Post Wisely and cyber-safety public awareness initiative; BabNoor for communication needs of children of determination, nurturing tomorrow's leaders by supporting academic institutions, volunteering for social and environmental initiatives (Mawaed Al Rahman) etc.

“ We have put in place a sustainability framework within our business that is built on three pillars – delivering the benefits of ICT to everyone; making our people and communities happier; and operating ethically and responsibly. These pillars help us reaffirm our core strengths and our top priority areas and establish new strategies for the teams and departments within our business to consider how telecoms can play a role in meeting our priority sustainable.

Osman Sultan
CEO

WINNER (TIE)

LARGE BUSINESS CATEGORY



Gulf Petrochemical Industries Company (GPIC) is the sole petrochemical producing company headquartered in the Kingdom of Bahrain and sells its products both locally and exports to other gulf countries and beyond, including USA, China, India and Pakistan among others.

GPIC uses natural gas which is readily available in Bahrain as a feedstock for the production of ammonia, urea and methanol. In addition to the production plants, the GPIC Complex, which was built on a reclaimed area of **60** hectares, comprises utility plants, maintenance workshops, offices, stores and laboratories.

GPIC has a robust and internationally recognised Safety, Health and Environmental Management System. The company has won many accolades including the Sir George Earle Trophy from RoSPA, UK and the R.W. Campbell Award from the National Safety Council, USA for excellence in HSE management systems. GPIC has clocked in **+27 million** safe man hours without lost time accident (LTA) in **7,639** days, achieved an excellent production of **1,604,725** MT in 2017, reduced their CO₂ emissions by **1.1 million MT** through a carbon capture plant that has been in operation since 2009.

Some of the other salient environmental achievements of the company include:

- **34%** Reduction in Paper consumption as compared to target of **20%**
- Conversion of **33.3%** of GPIC land into green areas
- **1,731** energy efficient LED lights were installed which resulted in energy savings worth **746** MWH / and CO₂ reduction of **365** MT

Gulf Petrochemical Industries Company (GPIC)

KINGDOM OF BAHRAIN

At GPIC, corporate governance means preventing a disadvantage to those who interact with the organisation. The company fulfils all its financial obligations without any delays. Additionally a strict pre-qualification process takes place before accepting any new trading organisation. GPIC's governance framework allows for a stringent, frequent and thorough audit of every department where financial transactions are scrutinised and system compliance audits are conducted. Additionally an independent external auditor also further audits the control system to ensure its effectiveness in order to highlight any potential cases involving anti-corruption. The organisation conducts a comprehensive joint shareholders audit every three years that adds to GPIC's credibility, integrity and ethical values

GPIC is an **ISO 31000** and **22301** certified company, it carries out business impact analysis and tests its business continuity plans regularly. All suppliers and contractors of GPIC are required to adhere to company policies and regulations pertaining to ethical work practices, including the four areas of focus of UNGC namely labour, human rights, environment and anti-corruption. Since 2016, GPIC has been endorsing the **17** UN SDGs and has mainstreamed them in its business strategy/ functions by aligning them to its annual and long term business goals. GPIC joined the UN Global Compact in 2012 and also signed for Global Compact's Women Empowerment principles in 2014. The company is a significant contributor to the national economy of Bahrain, represented by natural gas purchases, employment and training of Bahraini nationals, utilisation of local contractors, power consumption and other financial and commercial operations. GPIC injects around **US \$271 million** annually into the Bahraini economy.

“ *The Gulf Petrochemical Industries Co. (GPIC) is honoured to participate in the 12th Arabia Corporate Social Responsibility Awards. GPIC's continuous participation is an affirmation of the company's commitment to the development and improvement of its performance and professionalism over the last 40 years. The company focuses on all areas of community responsibility emphasizing on human capital development, encouraging youth empowerment, supporting women advancements, encouraging creativity and innovation, as well as implementing the UN SDGs in GPIC systems and practices.*

*Dr. Abdulrahman Jawahery
President*

1st RUNNER UP (TIE)

LARGE BUSINESS CATEGORY



Accenture
Middle East
UNITED ARAB EMIRATES



Accenture Middle East joined the Arab Region in 2001. It is a part of Accenture, a global leader in providing services across a diverse portfolio of categories such as strategy, consulting, digital, technology and operations. With a network spanning more than **40** industries spread all over the world, Accenture is unmatched in its excellent delivery network that works at the intersection of business and technology.

By creating sustainable value for its stakeholders and helping clients improve their performance, Accenture has developed a loyal and dedicated customer base of more than **482,000** staff that serves clients in more than **120** countries. This has made Accenture a global powerhouse, helping companies innovate and improve the way the world works. The brand has generated more than **USD 23** billion in revenue from digital cloud and security related services. Accenture has invested nearly **USD 800M** in research and innovation to develop leading-edge ideas and has spent a further **USD 927M** into building the capacity of its workforce. The annual net revenues of the company are **USD 39.6B** with **USD 87M** invested in corporate citizenship efforts.

Since opening its operations in the region, it has managed to adapt quickly to the new ecosystem. Accenture ME conducted a robust assessment of the sustainability-related trends, risks, opportunities and developments that can have an impact on their business strategies and operations. This was done through extensive consultations with stakeholders, the science-based approach to define the company's environment related targets and the targeted approach to address the post-digital economic and social

uncertainties shown in the sustainability strategy which the company identified as a positive key opportunity for Accenture in the Middle East.

Accenture ME has aligned its Environmental, Social and Governance (ESG) goals with 7 UN Sustainable Development Goals (**UN SDGs: 4, 5, 8, 10, 13, 16 & 17**) that are relevant to its operations in the Middle East. This alignment drives the double impact the company intends to make on 2 areas. The 1st one is Innovating for Society and the 2nd one is Shaping responsible business.

Based on these goals Accenture ME has defined the following targets for 2025:

- Increase the number of beneficiaries of Accenture skilling programmes by **10%**
- Increase the shift from skill-building to enhanced employed rate as a result of company training
- Bring together **3** organisations from different sectors to find lasting solutions for local employment issues
- A balanced workforce with **50%** female employees
- Reduction of greenhouse gas emissions by **11%** from the company's 2016 base year
- Expansion of key suppliers who disclose their reduced emission targets and actions to **75%**
- Contribute to the development of at least **2** small, medium and diverse suppliers in UAE and KSA each
- Every year, taking the required actions to maintain employee completion rates of their Ethics & Compliance training.

“ Being a good corporate citizen is central to our vision to improve the way the world works and lives. To create a positive impact in the Middle East, we've embedded our corporate social responsibility strategy into our core business by integrating social, environmental and governance targets into our regional vision. We also collaborated with our strategic partners to help identify and equip people with the skills needed for a better future.

*Alexis Lecanuet
Regional Managing Director*

1st RUNNER UP (TIE)

LARGE BUSINESS CATEGORY



ALSAYER Group Holding Company

STATE OF KUWAIT



ALSAYER Holding is one of the leading regional trading companies based in Kuwait. Since its establishment in 1954 as a general trading and car import company, ALSAYER has maintained and increased its reputation while diversifying and expanding its areas of expertise. The company currently represents some of the best brands in the world. These include automotive market leaders and heavy equipment supply industries.

The sustainability vision of ALSAYER Holding is to remain a leading sustainable group of companies providing prosperity for future generations across multiple industries and its vision is to use the pioneering spirit and talented expertise of its employees to constantly deliver sustainable growth through superior customer service, quality and commitment. The company assesses broader sustainability related trends, risks, opportunities, developments that have an impact on its business operations and strategies through a dynamic Materiality Analysis with stakeholders. ALSAYER keeps on changing and modifying as per the business dynamics. Based on these dynamic changes such as competitor's strategy, new technology, demanding customer requirements, digitisation etc., the broader sustainability trends risks (loss of service business due to Electric vehicle introduction) and opportunities like (Environmental, CO₂ reduction etc.) are assessed.

ALSAYER's sustainability strategy is based on the sustainability navigator (Compass) which consists of Society, Well Being, Economy and Environment. All company activities meet the local Kuwait Regulatory, statutory requirements and

the Kuwait National Development plan. Furthermore, the company has aligned its goals to several of the **17 UN SDG's** particularly goals **(1, 4, 8, 9, 12&17)**. Based on the decisions of the Top Management and Sustainability Steering Committee and taking baseline data for (2016-2017) and 2018 targets, the company has set clear targets for its environmental performance (e.g., emissions, recycling) since the past 3 years and for the next 3 years, with clear delegation of responsibilities.

The environmental targets are the following:

- To decrease water usage by **5%** from **55,564** m³,
- To decrease electricity usage by **5%** from **12,468** MWh,
- To increase the **15** responsible products activities by **10%**
- To decrease CO₂ emissions by **5%** from **179,919** MT

ALSAYER's sustainable business model creates a cycle of development of innovative products, technology and services while contributing to the local community and society at large, but with minimal environmental impact through its "Do More with Less" and "Support Innovative Ideas" initiatives. Key Highlights in sustainability excellence are:

- Increased production of renewable energy from **12.35** MWH in 2016 to **16.12** MWH in 2017
- **179,616** MT of CO₂ emission reduction in 2017

Other targets adopted include those that would have an indirect impact on improving their environmental impact, such as increasing ISO processes by **10%** from **25** and increasing the number of GRI indicators by **5%** from the previous number of indicators which was **82**. There is a clear delegation of responsibilities over environmental performance, targets and bench marking, stemming from the Corporate Excellence Department and the Sustainability Steering Committee.

“ The principles we set out guide us towards our goals of reducing carbon emissions, decreasing consumption of water and energy, increasing recycling, reducing our workplace injury rate. ALSAYER Group is proud to be working towards meeting the goals of the 10 principles of UN Global Compact on human rights, labour, environment and anti-corruption. We remain committed to reporting on our progress and invite stakeholders to partner with us to make a positive impact going forward.

Mubarak Naser Al - Sayer
CEO

2nd RUNNER UP

LARGE BUSINESS CATEGORY



Since its formation in 2001, Transguard Group has established a name for itself in the UAE as one of the most respected and trusted business support and outsourcing provider. During this time, the company has successfully diversified significantly into fields such as Cash Services, Security Services, Manpower Services and Integrated Facility Services. The company relies on an expert pool of culturally diverse workforce numbering in excess of **65,000** people.

The vision and mission of Transguard Group is to change the landscape of business support services and the outsourcing environment in the region and to be the customers' trusted partner in delivering total business support solutions to enable the customers to focus on their core business. In pursuit of these lofty ideals, the company has taken a proactive, senior management-approved approach to the way it sustains its business, which includes aligning the following UN SDG's to its core philosophy:

- SDG 3: Good health and well being
- SDG 5: Gender Equality
- SDG 6: Clean water and sanitation

Annually Transguard Group maps macro-economic and other trends in relation to how these developments may impact its business. The Risk Assessment, done once a year, covers the following categories: Financial, Operational, HR and Strategy. The company has a robust Hazard Identification and Risk Assessment process. As part of the Group Risk Assessment, IT, legal, security and other risks are also captured, enabling Transguard to obtain **ISO 27001** certification. Moreover, HSE performance is monitored through internal HSE audits and inspections.

Transguard Group

UNITED ARAB EMIRATES

Transguard does not compromise on its social and environmental performance. The Balanced Score Card (BSC) concept is used as a key tool to translate the company's vision and strategy into objectives, measures and targets. It covers 4 core areas — Financial Performance, Customer Focus, Internal Process and their People — which collectively support the company's sustainable business approach (economic, social, environmental and workplace performance). Moreover, audits are conducted on the BSC KPI's on a biannual basis by the Finance Team. These KPIs are fundamental to the performance of the company's executives and the results of which are directly linked to merit increases and bonuses.

As part of its Environmental Management System, Transguard has defined KPIs for its environmental performance. These are mainly: energy (**5%**), water (**5%**) and waste and emissions (**5%** use of Bio 5). Transguard's CSR strategy outlines objectives and targets to be met on a yearly basis leading up to **2020** and in line with Dubai Government's vision. The company also has stand-alone initiatives taken by Business Units in support of the environment such as:

- **39** Energy Saving initiatives
- **9.59 million** gallons of water saved
- **1.19 million** kWh saved, which is equivalent to mitigating **842 MT** of CO₂

“*CSR is fundamental to our business and operating responsibly is at the heart of our policies. Our commitment to operating sustainably extends throughout our business and is aimed at reducing water, energy and waste, strengthening sustainable partnerships and having a measurable, positive impact on employees and the community. We've been able to successfully implement various sustainable initiatives in and throughout our business, ensuring that our employees' safety, wellbeing and our community are looked after.*

Dr. Abdulla Al Hashimi
CEO



**MEDIUM BUSINESS
CATEGORY**



WINNER

MEDIUM BUSINESS CATEGORY



Al Jazeera International Catering (JIC) is an award winning, professionally managed support and catering services company based in Abu Dhabi, UAE. JIC is a committed advocate of sustainability and social responsibility. Time and time again JIC has proved its mettle by grasping core issues that can strengthen both reputation and performance. Assessing the social elements of the competitive context and developing a sound architecture around it has enabled JIC to distinguish themselves as a leader in business and the community. By mapping socio-economic and environmental factors to the company strategy and day to day operations, JIC has adopted an integrated approach and management system. Apart from being awarded for their hygiene and food safety standards, JIC has a proactive stand on issues like food waste, waste management, depletion of natural resources and similar concerns.

JIC employs a pool of staff from different nationalities that is trained in international standards and best practices, which ensures customer satisfaction of the highest order. Zero corruption, ethical bidding and local procurement have created new pathways of responsibility across the supply chain. The 4 overarching pillars of People, Planet, Product & Process have been defined through a comprehensive engagement with stakeholders to gauge their needs, demands and expectations. Challenges identified through the change management and risk analysis process help to align business operations with broader perspectives.

JIC has developed a 2020 strategy plan for the organisation within which the relevant UN Sustainable Development Goals (SDGs) have been clearly defined. The selected goals were disseminated into various objectives and

Al Jazeera International Catering (JIC)

UNITED ARAB EMIRATES

KPI's at different levels with clear action plans for effective implementation across the organisation. Some of the key KPIs are customer satisfaction, employee welfare, employee satisfaction, employee retention, training & development, safe product delivery, waste reduction, recycling performance, ethical business etc.

In order to control food waste reduction and disposal of food to landfill, JIC created a strategic best practice termed **"Our Planet Our Responsibility"**. Additionally, stakeholder awareness and engineering controls were implemented to reduce wastage of natural resources. Lean management was implemented to manage resource usage. All these objectives were based on the SMART principle and were delegated to individuals and process owners for compliance. The SPEARS methodology is used for managing performance and the EDGE methodology for training and resource related needs. This ensures the setting of objectives, providing of resources, empowerment, analysis, review and sharing of knowledge.

JIC is conscious of its role in the community, which is fulfilled by supporting social needs and ensuring employment from within the local community. Some important local initiatives are daily food donation to the needy, partnering with Emirates Red Crescent, Blood Bank and Abu Dhabi Sustainability Group. JIC is also involved in other initiatives in collaboration with Emirates Environmental Group & Dubai Cares to support various community issues.

“ Al Jazeera International Catering LLC (JIC) is an organisation with commitment towards providing exemplary services beyond expectations. Our Strategic Plan 2020, details our goals in the areas of Sustainability, IMS Standards & Excellence Model Frame Work from EFQM. Our process of incorporating sustainability in our daily operations, has bestowed us with accolades in the form of BIZZ Arabic, Arabia CSR Awards, International Best Practices Award, Global Benchmarking Award and Sheikh Khalifa Excellence Award.

Robby Thommy
Managing Director

1st RUNNER UP

MEDIUM BUSINESS CATEGORY



شركة صلالة للميثانول ش.م.م. (المنطقة الحرة)
Salalah Methanol Company L.L.C. (SFZ)



Salalah Methanol Company (SMC) LLC (SFZ) is a government owned commercial enterprise in the oil and gas sector that was created in 2006. The company is based in the Sultanate of Oman. SMC's corporate vision is to be recognised globally as the Omani flagship model of excellence in the hydrocarbon industry with sustainable growth and best returns to all its stakeholders. The company's mission is to safely produce value added, top quality petrochemical products in a most cost-effective and environmentally friendly manner, to seek opportunities to expand, diversify and maximise usage of every molecule of natural gas, to lead the industrial growth and development of local workforce in the region, to be a good corporate citizen towards all their stakeholders and to constantly thrive for operational excellence and innovation.

The company is focused on reducing its operational footprint, carbon intensity, improving energy and water use as it believes it will protect the environment we live in, improve its operating cost and make its product more attractive to customers who share the same objective.

SMC is constantly seeking more efficient ways to operate its plants to reduce its carbon footprint through optimisation of the usage of natural gas. The effluent water generated from its methanol process is treated and used for greenbelt. Consequently SMC has aligned with specific elements of the 17 UN Sustainable Development Goals, particularly (1, 2, 3, 4 & 5).

As a sign of its commitment to sustainability SMC has joined relevant initiatives (such as the UN Global Compact, Global Reporting Initiative, GPCA etc.) and supports relevant initiatives at the national/regional/sectoral level.

Salalah Methanol Company

SULTANATE OF OMAN

The company allocates Omani Riyal **770,000 (2 million US\$)** towards CSR annually. SMC support is based on cause priority as per the following themes and categories:

- Building Human Capacity - focusing on providing training and skills development programmes. **60%** of the CSR budget was allocated to this. Some of the training programmes targeted vocational training, health safety, handicrafts and arts training etc
- Community Affairs - Addresses any challenges faced by and manages the expectations of the neighboring community. It is focused on health, safety & environment and the programmes include company initiated and developed programmes or existing programmes managed by government or non-government organisations. **20%** of the CSR budget was allocated for it
- Sponsorships and Donations - The purpose of Sponsorships and Donations is to assist regional initiatives that enhance SMC corporate image regionally and contribute to the goodwill of Omani corporate citizenship

The breakup of SMC's CSR activities between sustainability-centric initiatives and philanthropic activities in 2018 was **60%** and **40%** respectively. SMC has approved **137** CSR projects with **110** already having been completed till 2018.

In 2018, SMC hired a local professional consultancy firm, to evaluate and understand the effects SMC has made on society and the environment through its (CSR) projects. The study included **60** projects completed by SMC. The results showed that the projects achieved **79%** of the expectations of stakeholders.

“ At Salalah Methanol, CSR is an integral part of our business and is about giving back to the communities we operate in. Our objective is to engender an impact to ensure the health, safety and growth of our employees and contractors and run our operations sustainably, with minimal impact on the ecosystem. Applying for this award has encouraged us to push our limits to exceed the expectations and set a good example.

Awadh Al Shanfri
CEO



**SMALL BUSINESS
CATEGORY**



WINNER

SMALL BUSINESS CATEGORY



AESG is a specialist consultancy and commissioning firm headquartered in Dubai with offices in London, Abu Dhabi and Riyadh. Its specialties are represented in 5 core departments: Building Engineering and Design, Land Development and Infrastructure, Industry, Oil and Gas, Commissioning & Innovation and Strategy & Advisory.

AESG has developed expertise over a short span of time in sustainable building design, fire and life safety, facade engineering, commissioning, waste management, environmental consultancy and energy management. Since its founding in 2010, AESG has been driven by the sustainable agenda of the management and employees. AESG's commitment to CSR over the past **12** months is reflected in its achievements across **3** core pillars: Environment & Sustainability; Community & Stakeholders and Employee Health & Well-Being.

AESG's strategy is aligned with many of the UN's **17** UN Sustainable Development Goals, specifically the following:

- **SDG 4: Good Health and Well-being** - employee health and well-being forms one of the **3** pillars of AESG's CSR strategy
- **SDG 5: Gender Equality** - AESG's workforce is made up of **34%** females
- **SDG 7: Affordable and Clean Energy** - AESG works within the energy and renewable sector to improve energy efficiency and reduce overall consumption
- **SDG 11: Sustainable Cities and Communities** - through its Sustainability Consultancy division, AESG contributes to the sustainable development agenda of the region

AESG

UNITED ARAB EMIRATES

AESG has established KPI's for its CSR strategy which assesses the company as a whole. These include diversity, sustainability within their work/projects, awareness, diversion from landfill, community investment, health and safety and quality management systems.

AESG has put in place and implemented solid measures to reduce the organisation's carbon footprint through installing water filters, banning single-use plastics and aiming for a plastic free office by 2021. It has also made the commitment to the World Green Building Council to provide a pathway to net zero to its clients and help stimulate the transition to decarbonising the global economy in line with the goals of the Paris Climate Change agreement. Employee health and wellbeing has been enhanced through social and fitness activities. Results from a latest feedback survey demonstrate that **68%** of employees consider themselves "happy" and **82%** of AESG's people feel satisfied with their job and say their job gives them a feeling of accomplishment.

AESG also recognises its responsibility towards the communities and groups within which it works. This responsibility entails the support of local communities as well as the responsibility of care that it has towards its clients and professional partners. Each employee gets to decide about a charity that his/her share of AESG's allocated donation budget will go to.

“ Having won 1st place in the 2018 Arabia CSR Awards, we took inspiration from the best practice shared to strive for better in 2019. We feel an enormous responsibility to lead from the front in our CSR initiatives. The past year was an incredible journey for us as we pioneered to transition to net zero as well as promoted community and gender equality initiatives.

We are very proud to be associated with the Arabia CSR Awards, which we definitely view as the regional benchmark for best practice in CSR and sustainability.

*Saeed Alabbar
CEO*

1st RUNNER UP

SMALL BUSINESS CATEGORY

مجموعة المعارف
Knowledge Group



Knowledge Group (KG) is a trusted human capital development solutions provider in the MENA region. It was established in 2006 to support the training and development needs of the region. Through its extensive experience supporting and reinforcing the operational capabilities of the Middle East and North Africa's workforce, KG has become a regional leader. The company provides tailor-made solutions in Training & Development, Consulting, Special Projects and Outsourcing that have met the approval of its wide range of clients and their individual requirements.

The company is agile in the way it applies the knowledge to create solutions which utilise the full breadth of its unique experience to craft a path that exceeds the expectations of its clients. To date, KG has supported the professional development of more than **80,000** individuals and has worked with many of the region's high-profile government organisations and businesses. It has a global network of over **400** associates, in addition to partnerships with some of the world's most respected training and development companies.

The company has made it a point to include CSR in all facets of its operations. In this regard, the organisation has assembled a Steering Board for CSR which is composed of:

- (i) Chief Executive Officer
- (ii) Executive Director
- (iii) Director of Vocational Training
- (iv) Strategy Consulting Director
- (v) Head of Marketing and Communications

Knowledge Group is a proud member of the European Foundation for Quality Management (EFQM) which focuses

Knowledge Group

UNITED ARAB EMIRATES

on a number of concepts including 'Creating a Sustainable Future' and 'Sustaining Outstanding Results'. KG's strategic themes for corporate responsibility include Healthier People, Less Carbon Emissions and Sharing Knowledge with Society. A number of projects were launched to achieve these objectives, each with one or more performance indicators for success. For example, for one of the initiatives to achieve the objective of "**Less Carbon Emissions**", KG aims to reduce its paper consumption by **15%** annually. KG has also aimed to increase the investment in social support by **20%** as part of its goals to share knowledge with society.

The company employs a sophisticated strategic planning methodology that is based on the world's best practices and includes many inputs including SWOT and updated PESTLE analysis. It considers the input from its quarterly Business Intelligence Report, which looks at economic, political and environmental developments in the region. It also arranged corporate brainstorming sessions on new macro-economic factors. This gives a glimpse into how Knowledge Group identifies broader trends and developments in market needs, in both its industry and at the county level. This looks at the impact on the UAE, globally and its potential effects on Knowledge Group. All this information is then accordingly mapped to the company's strategic initiatives. Based on this strategy, KG develops the CSR strategy aligned to its overall strategy, which is synced to the global and regional trends.

“ Being awarded first place in the 2018 Arabia CSR Awards and the designation of 2019 as the Year of Tolerance has provided us with a renewed focus on our long-running commitment to CSR. Our dedication to giving back to the community in which we operate is demonstrated in our mission statement, vision, values and stakeholder engagement and we will always strive to expand our CSR Initiatives.

Dr. Ahmed Badr
CEO

2nd RUNNER UP

SMALL BUSINESS CATEGORY



Etihad ESCO was established in 2013 as a DEWA venture with the goal of making Dubai an exemplary environment for energy efficiency for the region and the world. In that regard, Etihad's primary focus is to ensure that it achieves the targets of Dubai energy efficiency by contributing significantly towards the **30%** reduction by 2030 in energy demand set by the Dubai Government. Secondly, the company is focusing on alleviating energy costs to UAE citizens by installing Government subsidised solar rooftop installations which will ensure huge savings in electricity to the owners and will reduce the CO₂ emissions therefore, creating a win-win situation both for the social prosperity and the environment. Towards this end, Etihad ESCO is also undertaking several sustainability projects that contribute towards a goal of reducing Dubai's Carbon Footprint by one **million MT** by 2030.

The recently completed Hatta Solar project, where Etihad Escoco installed **7,756** photovoltaic (PV) solar panels over the roofs of **554** Hatta villas, is a shining example. The project is expected to generate **3,612,357**-kilowatt hour (kWh) of energy annually. Furthermore, the retrofitting of over **1,845** facilities till end of 2018 has resulted in savings of around AED **40 million**. This will be followed by the retrofit of **2,685** facilities, which are currently under implementation stage and will be delivered in the coming year. The on-going activities will add in achieving the final target to retrofit **30,000** buildings by the year 2030. A significant reduction of around **33,360 MT** of carbon dioxide annually have also been recorded in 2018 from the building retrofit projects. The conservation of the company's environment by promoting the use of renewable energy and by creating and spreading awareness on energy consumption remains Etihad ESCO's utmost priority.

Etihad ESCO

UNITED ARAB EMIRATES

The company has updated its OHSAS **18001** system to align with **ISO 45001** and the **ISO 14001 - 2015** system was also reviewed by the HSE and Quality Manager to ensure continued applicability and compliance.

In 2019, Etihad ESCO got certified in **ISO 9001**, which addresses CSR issues like customer satisfaction, ensuring that product quality is consistent which in itself ensures a measure of sustainability. Thus, responsibility for environmental, social and governance issues have been split between **3** managers to enable a more focused approach. All **3** managers report directly to the CEO, which shows a fully on-board top management approach that bodes well for the future.

With regards to environmental, social and governance targets, Etihad ESCO has identified specific targets as part of its strategic priorities:

Environmental

- Zero legal transgressions
- Zero pollution
- Reduced carbon footprint of **one million MT** of CO₂ annually
- Water savings of **5.6** BIG in 2030
- Electricity savings of **1.7** TWh in 2030

Social

- Operate business within all required UAE and International legislations
- Be a fair and equal opportunity employer
- Manage business within all relevant legislation
- Receive clean audit reports every year

“As a Company, Etihad ESCO is focused on ensuring achieving the targets of Dubai energy efficiency for generations to come. As the CEO, I believe that these efforts for sustainability are an integral part of doing business and as such I support and drive the CSR efforts of Etihad ESCO directly, through my management team and with the participation and support of every single employee.

Ali Mohammed Al Jassim
CEO



**FINANCIAL SERVICES
SECTOR CATEGORY**



WINNER

FINANCIAL SERVICES SECTOR CATEGORY



BMCE Bank of Africa has positioned itself as a regional leader in the field of sustainable finance in the Middle East and North African banking sector. This has been possible through a firm belief in the role that the banking and finance sector can play in promoting sustainable development. The Bank has lived up to its resolve by using its products, services and resources to create a positive impact for over **2** decades.

It is a source of pride for the bank that it was one of the first entities in the region to commit to the **10** Principles of the UN Global Compact on Human Rights, Labour Rights, Environment and Anti-corruption as well as the Positive Impact Finance Principles. It was also the **1st** African and MENA region signatory of UNEP FI in 2000 and is a co-founding member of the Positive Impact Manifesto. BMCE Bank was the **1st** in the MENA region to voluntarily adopt the Equator Principles in 2010.

A core part of BMCE Bank of Africa's strategy is the practice and promotion of Impact Finance including both green finance and inclusive finance offerings, as well as a Corporate Social Responsibility and Sustainability Charter. The Sustainability Charter contains 6 key pledges divided into key objectives and sub objectives around (1) Business Ethics (2) Sustainable Finance (3) Responsible Employer (4) Governance and Risk Management (5) Environment and (6) Community Involvement / Stakeholder engagement.

In sum, these pledges together respond to various international commitments, namely the UN Global Compact, the Positive Impact Working Group of UNEP FI, of which they are all connected in one way or another to

BMCE Bank of Africa KINGDOM OF MOROCCO

the UN Sustainable Development Goals. The Bank has a global workforce of more than **15,000** employees in **30** countries that are engaged around common values that give meaning to each of the Bank's actions.

The Bank's Social & Environmental Management System (SEMS) was adopted in 2008 to address social and environmental risks in funding activities and create awareness about sustainable investment by customers. SEMS is based on IFC Performance Standards & UNEP FI's Positive Impact Principles. Throughout 2019, the bank held further workshops with various internal stakeholders - front office, commercial teams and risk teams - to improve the E&S Risk Management methodology by including the "Positive Impact" lens. In other words, in addition to identifying the negative impacts, measuring and identifying the positive impact is an effective way to create more opportunities for sustainable business and finance.

At BMCE Bank of Africa, ESG Targets drive many of the Bank's strategic investment decision. The Bank is committed to strengthening its endeavours with regards to energy efficiency and minimising environmental impacts from transportation. The Bank is committed to reducing its CO₂ emissions from the transportation of its personnel and introducing environmental factors in the credit risk assessment.

“ As an engaged member of UNEP FI since 2000, BMCE Bank of Africa has been driven by the conviction that the financial sector plays a central role in the co-construction of a sustainable and inclusive economy aligned with Sustainable Development Goals. Our Group has demonstrated its commitment to sustainable and inclusive finance and in 2019 our Bank signed the UNEP FI Responsible Banking Principles, a further testimony to its proactive approach to Sustainability.

*Othman Benjelloun
President*

1st RUNNER UP

FINANCIAL SERVICES SECTOR CATEGORY



**UAE
Exchange**
UNITED ARAB EMIRATES



Founded in 1980, UAE Exchange is a UAE based company dealing primarily in remittances, foreign exchange and bill payment solutions. The company is headquartered in Abu Dhabi, UAE and operates through **800** offices across **31** countries, making it one of the largest remittance companies with an extensive network in the Middle East and Asia.

The business strategy of UAE Exchange, takes a long-term view on the residual impact of operations on elements of sustainability. The concept of sustainable development has been integrated to the corporate planning process. Prior to defining operating plans, the organisation conducts an in-depth analysis on potential risk, threats, opportunities and likely future developments specific to the organisation, industry and the market it operates in.

In 2016, UAE Exchange embarked on a transformational journey driven by leveraging its capabilities and innovation. While defining the company's goals, the **17** UN SDGs and targets which are best aligned to the business strengths, assets and priorities were selected through a methodical approach of impact assessment, goal setting and employee engagement. The performance of UAE Exchange is regularly reported both within and outside the organisation through periodic communications and stakeholder engagement.

In 2017, UAE Exchange initiated the process of identifying the company's material issues. These represent the most significant economic, environmental and social impacts of the UAE Exchange's business and the areas of greatest importance to the stakeholders. Internal and external stakeholders were engaged in determining the material issues and the assessment results were validated by

the company's senior management. The company also introduced the UAE Exchange Enterprise Risk Management (ERM) framework in order to assist the business in the identification and management of ESG risks and opportunities. UAE Exchanges' performance in 2018 can be summarised as follows:

- Customer appreciation increased by **20%**
- Customer grievances decreased by **9.25%**
- Service quality score was sustained at **91%**
- Customer Happiness Index was at **93%** (March 2019)
- Number of Energy efficient branches increased from **23** in 2017 to **39** in 2018, an increase of **69.5%**
- Total amount of paper recycled in 2018 was **557,593.00** kg
- Number of mature trees saved in 2018 was **9,479**
- Oil saved in 2018 was **211,885** gallons
- Energy saved in 2018 was **2,230,372** kWh
- CO₂ that will be absorbed by the saved trees in 2018 was **139,398** MT

At UAE Exchange, the Executive Committee is responsible for the management of operations. Its duties include formulating and achieving the organisational objectives, also the social aspects of doing business that are relevant to the company. The Executive Committee is chaired by the CEO and is supported by sub-committees and councils. The Sustainability Council at UAE Exchange comprises of selected members of the Executive Committee and the members from related functions. The Sustainability Council reports monthly on activities and programmes conducted in the respective month and activities based on the defined KPI's to the Executive Committee.

“ A business enterprise cannot flourish when delinked from the environment which impacts it or gets impacted by it. Long term success of any business is strongly influenced by the effectiveness of its sustainability goals in relation to society and the environment and benefits for its entire spectrum of stakeholders. UAE Exchange, a home grown brand of UAE, takes pride in the alignment of its business aspirations with global gold standards in sustainability including UN SDGs.

Promoth Manghat
CEO

2nd RUNNER UP

FINANCIAL SERVICES SECTOR CATEGORY



البنك السعودي للاستثمار
The Saudi Investment Bank



The Saudi Investment Bank (SAIB) was established in 1977, as a medium term financing institution of industrial projects before venturing into commercial banking in 1983. Presently, SAIB provides a wide range of services to its customers including wholesale, retail and commercial banking products which are both traditional as well as Shariah compliant. The Bank currently operates through a network of **52** branches, of which **48** offer Shariah compliant banking services and **11** ladies sections.

Alistithmar Capital (ICAP), a **100%** wholly owned subsidiary of the Bank became a signatory to the United Nations Principles of Responsible Investment (UNPRI) in September 2017. SAIB has been a signatory to the UN Global Compact since 2015 and is a GRI Gold Community Member. The Bank was the first entity in the Middle East to become a business network partner of the International Integrated Reporting Council (IIRC) and has an Ambassador status with the King Khalid Foundation (KKF) in promoting the KKF Sustainability Award.

The Bank has an established Sustainability Committee which is chaired by the CEO of the Bank. The Committee formally reports sustainability performance and compares them to the targeted goals and the progress of the initiatives to the Board of Directors on a quarterly and annual basis. There are KPI's assigned to all of the General Managers, who report directly to the CEO, relating to ESG issues aligned to the Bank's strategy, the national agenda of Vision 2030 and UN SDG's. These KPI's are determined by the Sustainability Committee and assigned accordingly.

The core strategy of SAIB is centered around its **5** sustainability pillars which are based on the Islamic principles of Awn, Nummow, Takleef, Hifth and Rea'ya, all of which are aligned

Saudi Investment Bank KINGDOM OF SAUDI ARABIA

with both the National Agenda of Saudi Vision 2030 and the UN Sustainable Development Goals. SAIB has identified ESG targets such as an environmental target to reduce consumption levels, active lifestyle/good health and well-being – through activities such as a bike sharing scheme, regular health awareness tips and staff gym membership.

SAIB has set ambitious goals for itself in order to contribute to a thriving economy. Some of these are:

- Reduce unemployment by **7%** through Youth employment programmes such as Fast Track, Graduate programme and young hires
- Increase small businesses contribution up to **35%** to GDP and financial institutions allocation up to **20%** funding to SMEs through Micro, Small and Medium sized Enterprise (MSME) specific products
- Increasing environmental friendliness in oil and gas, mining, tourism and leisure; digitalisation of economy, **75%** localisation of oil and gas, **9.5 GwH** renewable energy through a targeted **10%** of loan portfolio for financing of environmentally friendly, low carbon activities.

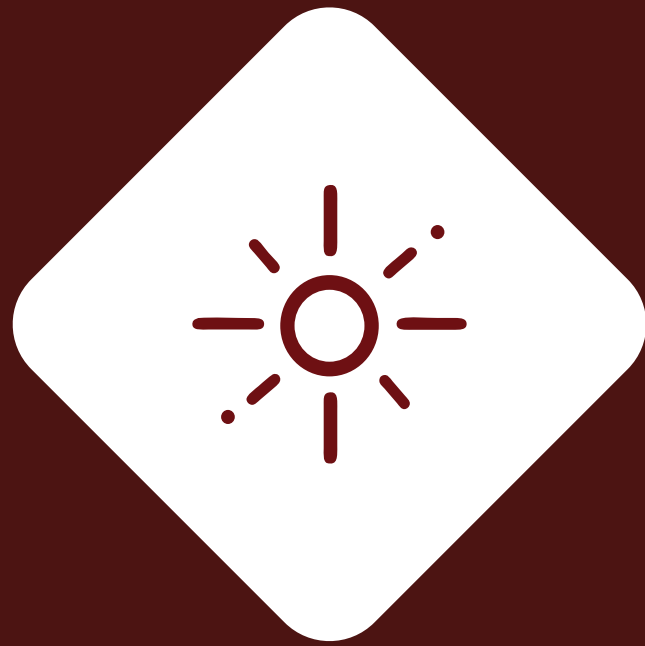
The Bank formally monitors facilities issues specific to the manufacturing sector using indicators known as Early Warning Indicators (EWI) to prevent violations of environmental regulations and norms. SAIB also assesses and targets its choice of customers to be reflective of the Bank's market image; any evidence that a customer does not meet the Bank's high ethical standards prompts a review of the relationship.

Some of the Bank's social and environmental achievements last year included:

- **A9.4%** increase of staff volunteering in CSR related activities
- Reduction of carbon footprint through decrease of **0.8%** direct GHG emissions in fuel usage from 2017-2018 and decrease of **10.6%** Indirect GHG emissions in electricity usage over the same period.
- **48,384 kg** of Paper recycled
- **14,620 kg** of Electronics recycled

“ We are committed to furthering our role within the Kingdom and GCC to advance good corporate sustainability.

Faisal Abdullah Al-Omran
CEO



**ENERGY SECTOR
CATEGORY**



WINNER

ENERGY SECTOR CATEGORY



Emirates National Oil Company Limited (ENOC) L.L.C, a wholly owned company of the Government of Dubai, is a leading integrated global oil and gas player operating across the energy sector value chain. The company is active in **60** markets, with the Group being involved in refining, lubricant blending, storage, aviation and retail. Sustainability is integrated through ENOC's Sustainability Index within the score card of every business unit and department. This is a first for any Oil & Gas company in the Middle East. In 2017, the organisation integrated Dragon Oil into the ENOC group. This enhances the sustainability of ENOC by securing feedstock supply into the business. The company's financial performance was strong in 2017 and ENOC's revenue reached **US \$16.41 billion**, up by **24.3%** from 2016 despite initially depressed global oil prices.

ENOC duly addresses emerging challenges and opportunities and is committed to making the "Shift" from the conventional Oil & Gas business. It acknowledges the dynamics of the industry, which is reflected in the oil export sector, in the policies driving Clean Energy, the UAE's consistent aim to go green and a changing customer preference for sustainable and responsible brands. Motivated by these imperatives, ENOC emerged as an energy company, focusing on renewable energy, digitisation and the Internet of Things (IoT), diversifying to petrochemicals, cleaner fuel like CNG and LNG, biofuels and biodiesels, fuel efficiency through extensive research and development and expanding its international business.

ENOC has invested in solar energy for petrol stations, using Vapor Recovery System (VRS) which can recover **90%** of hazardous Volatile Organic Compounds (VOCs)

Emirates National Oil Company - ENOC

UNITED ARAB EMIRATES

vapor. ENOC's lubricant business offers environment friendly and energy efficient products such as PROTEC Green and PROTEC X-TREME that meets stringent OEM as well as emission criteria on fuel economy. ENOC's fleet uses biodiesel and ENOC buildings are LEED Gold rated green buildings. Through such measures ENOC is aiming to minimise the energy and pollution footprints of the business.

ENOC is also pursuing several innovative and ambitious plans to gear up for the future. These include New Digital Ventures, New Energies VC Fund, etc. ENOC is re-thinking business model approaches for its retail services, to cater to doorstep customer service on-demand and retail premium services. ENOC's foray into venture capitals will see an innovation fund set up to finance start-ups. ENOC has collaborated with Heriot Watt University for an Energy Scholarship programme for UAE nationals interested in a career in energy. They have also trained **43** UAE nationals under the ENOC Graduate Development Programme (GDP).

Additionally, ENOC has invested in conducting trainings for stakeholders including employees, contractors, suppliers & customers, students, public, government, NGOs, etc. To raise public awareness about environmental responsibility, ENOC has installed digital displays in petrol stations and for school children and organisations in general, ENOC has used the annual WETEX event where it provides an interactive Learning Zone offering demos and presentations.

“ We are honored to be part of the Arabia CSR Network for the 4th consecutive year. This event is an established platform to recognise entities and organisations for their efforts that are geared towards enhancing sustainability measures. At ENOC, we are deeply committed towards integrating sustainability and CSR across our various business operations, starting with enhancing our energy and resource management operations, to our involvement in various community outreach programmes.

*H.E. Mr. Saif Humaid Al Falasi
CEO*

1st RUNNER UP

ENERGY SECTOR CATEGORY



ENGIE is a French multinational electric utility company, formerly known as GDF Sues, which operates in the fields of electricity generation and distribution, natural gas and nuclear and renewable energy. In the Middle East, South and Central Asia and Turkey (MESCAT). It is a regional energy player and an expert operator in the 3 key sectors of low-carbon power generation, gas infrastructure and energy services. Engie (MESCAT) is the regional leading independent power & water producer with a gross capacity of **32 GW** of power and **5.9 million m³**/day of water. The portfolio of ENGIE (MESCAT) includes 1 GW of renewable (solar and wind) in India, where it also provides Solar Home Systems to over **250,000** customers. ENGIE (MESCAT) is a main provider of Integrated Facility Management and Energy Efficiency Solutions in the GCC and owns **40%** of Tabreed, the regional leader in District Cooling.

ENGIE's global annual Executive Leadership Sessions (ELS) are a mandatory strategic exercise, whereby each regional Business Unit presents both its achievements of the previous year and its strategic roadmap to the Group Executive Committee. It includes an in-depth analysis of the regional trends, risks and opportunities and maintains growing emphasis on the sustainability challenges. ENGIE (MESCAT) chose 'zero-carbon transition' strategy in 2019 which has placed the focus of the company on carbon reduction and climate issues. 2018/2019 has also seen an increased effort on climate risk assessment and adaptation efforts towards joint actions with business partners and regional stakeholders.

INTERNATIONAL POWER SA - ENGIE UNITED ARAB EMIRATES

In that perspective, ENGIE has collaborated and worked actively with the UAE's Ministry of Climate Change and Environment (MOCCA) to support the UAE Climate Risk Assessment & Adaptation Measures in key sectors.

ENGIE (MESCAT) has aligned its strategy to the 17 UN SDG's and has specific goals and targets in order to connect with global issues through prioritised plans. These include the company's **3 ESR** engagements – Access to Energy; Climate/Clean Air & Water; and Education/Localisation. All **3** are well-aligned with stakeholders' needs and comply with the UN SDG's.

The company also conducts an assessment of environmental, social and governance risks and opportunities. In March 2019, ENGIE (MESCAT) announced the next step of its transformation process in the energy transition towards a resolute 'zero-carbon transition' strategy to co-develop with its customers & stakeholders. To achieve this in the Middle East, South & Central Asia region, ENGIE (MESCAT) has embarked on a 'strategy journey' with its staff, which includes **4** work streams to assess the risks and opportunities of this zero-carbon strategy: the operation of its **30 GW** gas-fired power and water asset portfolio; its business development strategies; its Environmental & Social Responsibility actions; and its behaviour as employees which include the sustainability of its offices. This approach will lead to a road map and action plan towards increased sustainability and CO₂ reduction in above mentioned respective areas.

“ *As 2020 draws near, each action, whether individual or collective, helps us to rise to the climate challenge. ENGIE will contribute within its scope, through a commitment of leading by example and by pooling its employees' skills to ensure that everyone can consume energy that is renewable and affordable in a sustainable way.* ”

Isabelle Kocher
CEO



**CONSTRUCTION
SECTOR CATEGORY**



WINNER

CONSTRUCTION SECTOR CATEGORY



AF Construction LLC is a private sector wholly owned construction company based and registered in Dubai, UAE. The company specialises in providing a diverse and broad range of business services in construction to commercial and public sector clients in the UAE. The company's mission is to make tomorrow a better place which it plans to achieve by being the leader in integrated solutions for infrastructure, building and services and by acting according to its values of openness, innovation, mutual dependency, collaboration, sustainable profitable growth and professional delivery.

Each year AFC formulates its business plan to map the broader trends and developments. One example of this is the formation of a group called Change Champions which is focused towards leading business objectives like achieving higher quality, driving efficiency and introducing innovation etc. AF Construction has developed several such projects, i.e. the Bee'ah HQ project, which is slated to be powered **100%** on renewable energy, use of **Sewage Treatment Plants (STP)** at Bee'ah HQ and Expo 2020 projects and delivering the projects at a greater sustainability rating. AFC is also in the process of developing its capabilities in the area of Estidama / LEED / Dubai Green Building Regulations (Green Building rating system) through training its staff and their supply chain. The company's Sustainability Strategy is an integral part of its business plan and in mapping the trends to ensure that it aligns with them to deliver economic benefits through building a successful and sustainable business.

Alignment with the UN Sustainable Development Goals is a core strategic capability and is embedded in the company's decision making and is fundamental to how it creates long term value for its stakeholders by creating a better business, a

AF Construction LLC UNITED ARAB EMIRATES

better environment and better communities. After the launch of the UN SGD's, AFC conducted a stakeholders' materiality review and refreshed its strategy to ensure it aligns with the UN SDG's, the UN Global Compact principles and stakeholders' expectations. The company believes that it can influence and effectively align with at least **6** of the **17 UN SGD's (7, 8, 9, 10, 12 and 13)** and have included them into its revised strategy.

With regards to the environment, AFC works with its customers and suppliers to be best in class in reducing waste, managing use of water and raw materials, wherever it operates through the following measures:

- Driving continual environmental improvement by ensuring effective management of environmental impacts and implementing environmental management systems in compliance with **ISO 14001:2015**.
- Developing objectives, supported by targets, to manage potentially significant environmental aspects;
- Preventing pollution and reducing any adverse impact of the operations on the environment.

AFC regularly operates a Risk and Opportunities register which includes environmental, social and governance risks and opportunities. This is cascaded to all of its projects and each function to ensure a common approach across the organisation in identifying these. The company also operates a Health & Safety, Quality and Environmental Plans at project level which aids in identifying the risks and opportunities.

“ We want to be recognised as a leading sustainable business. For us, becoming a more sustainable business goes hand in hand with becoming a more successful business. It is a core strategic capability and is embedded in our decision-making and is fundamental to how we create long-term value for our stakeholders. We have aligned our sustainability strategy to make a better impact on UN Sustainable Development Goal's and this is very important for us.

*Edmund Mahabir
Managing Director*



**HOSPITALITY
SECTOR CATEGORY**



WINNER

HOSPITALITY SECTOR CATEGORY



Holiday Inn Al Barsha (HIAB) is an owner managed franchised **309**-room hotel and multiple times winning entity of the Arabia CSR Awards, located in the Emirate of Dubai. It operates under the license from InterContinental Hotels Group (IHG). HIAB has a workforce of **264** people from **20** nationalities. It is the city's top **4**-star hotel. Along with offering an exceptional personalised care and service, Holiday Inn Al Barsha has strong sustainability roots with a vision to permeate an ethos of social and environmental responsibility in all areas of its business. This is recognised in the name it has coined for itself as the "Hotel with a Heart", a strong reflection of its commitment to sustainability.

Guided by an inspiring mission to make a difference in the lives they touch everyday through superior services and a strong moral system, HIAB delivers on its commitments supported by a deeply-rooted culture of care. This is a title that HIAB takes seriously, adopting a business approach that goes beyond traditional profit-making to include environmental protection and community well-being.

HIAB has a strong commitment to global goals and has aligned its business strategies to specific **UN Sustainable Development Goal's (9)** selected out of the **17** which resonate with the ethos of the organisation. Each SDG has specific targets of impact with a modus operandi of how to tackle them, assessing and analysing impact at quarterly intervals. Specific goals are then prioritised and tackled through concrete plans. Results are then reported publicly to employees, business partners and customers about performance.

Holiday Inn Al Barsha Dubai UNITED ARAB EMIRATES

In addition to this HIAB strongly supports the **10** Principles of United Nation Global Compact (UNGC) in respect to Human and Labour Rights, Environment and Anti-Corruption. Underpinning its commitment to transparency, it reports on its sustainability performance and the efforts exerted towards advancing these principles within its sphere of influence.

The hotel has assigned clear responsibilities for environmental, social and governance issues, with direct reporting lines to the top leadership. The CSR Executive Board (CEB) serves as a Policy Board for the whole organisation and its function is to be an advisory body with its members acting as role-models for the Steering Committees (SC). The SC is the implementing arm of the organisation. There are **3** SC's and they report directly to the CEO on environmental, social and governance issues. Members on each of the focus groups are nominated based on their passion for achieving sustainability goals.

Holiday Inn also has a sustainability management structure to manage sustainability strategy based on environmental responsibility, social responsibility and economic responsibility. It has clear processes in place to identify the types of innovation which are relevant to sustainability performance and competitive advantage. The outcome of the Key Performance Indicators is disclosed every year in a sustainability report and shared publicly with the shareholders to provide an insight on the progress of the sustainability drive.

“ *A good sustainable city is one where people want to live, work and visit. Dubai has proved itself through this short span of time by acclimatising to sustainable measures; we are not only growing in providing number of tourist's spots but also climbing the ladder towards being a sustainable city. We believe Holiday Inn Dubai -Al Barsha does exactly that – by giving back to society through its unfolding sustainability vision.*

*Roxana Jaffer
CEO*

1st RUNNER UP

HOSPITALITY SECTOR CATEGORY



Two Seasons Hotels and Apartments has a strong sustainability culture that is in line with the UAE's 2030 Agenda for Sustainable Development, especially with regards to access to clean energy, alongside sufficient and affordable food, quality education and healthcare, sustainable economic growth, healthy ecosystems and increased resource efficiencies.

The hotel has been implementing 'Green initiatives' and environmental programmes for the last 8 years. In 2015, Two Seasons hotel implemented the Green Globe Certification programme. As per the requirement, Two Seasons successfully implemented the **385** different criteria in **2** hotels of 2029 rooms, in the process becoming one of the few hotels in the Middle East to have done so. The vision of the hotel is to be re-organised as a New Brand by Personalised Service, quality standard and to be consistent in the promotion of excellence and future new acquisition and development. The hotel's mission is to exceed guest expectation, to inspire and motivate colleagues to achieve excellent financial results and to ensure that guests keep coming back.

The Hotel Management has implemented systematic risks, opportunities and development management through its 'Environmental Aspects and Impacts Register'. The Sustainability Management Plan (SMP) of the hotel is reviewed annually and approved by the management.

The SMP is in-line with the **17** UN SDG's. In this regard the key performance indicators are yearly reviewed, monitored and corrective actions are consequently taken to improve the hotel's sustainability performance. Over the years, the

Two Seasons Hotels & Apartments

UNITED ARAB EMIRATES

hotel has partnered with government entities like Dubai Municipality, Dubai Tourism, Dubai Police and with non-government entities like Emirates Environmental Group in its resolve to drive sustainability best practices in the region.

The commitment to CSR and sustainability centric activities comes right from the top management and owners who are fully engaged in the sustainability activities of the company. The 'Green Team' committee is headed by the Managing Director and led by the **2** Green Globe Champions whose main responsibility is to make sure the programme is run smoothly in the hotel. This is ensured through monthly sustainability meetings, updating of action plans to meet or exceed the targets of the sustainability Key Performance Indicators etc.

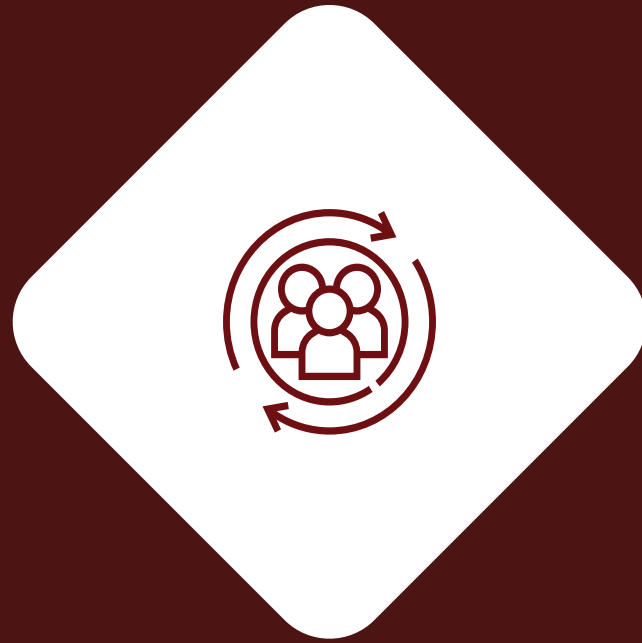
The KPI's achieved in 2017 include:

- **2%** Increase on improvement on Green Globe Score over previous year
- Reduction of carbon foot print per occupied room by **4%**
- **2%** reduction in buffet food waste
- Increased electricity energy saving by **5%**
- Increased total Water saving by **5%**
- Increased Liquefied Petroleum Gas (LPG) savings by **3%**
- Achieve **15%** improvement in recycling of materials

In its journey of sustainability, Two Seasons Hotel has been working collaboratively with Emirates Environmental Group (EEG) and has been awarded many times since 2013. The hotel has worked with EEG for its Waste Management and Recycling programmes. In order to motivate its staff, an incentive plan has been implemented in departments working directly with the recycling and waste management programmes.

“ *Since maintaining the environment is one of the essential values of the property we try to raise the awareness to our employees and our guests about sustainable environment to lessen the carbon emission from the hospitality sector in the Middle East. We are proud to be part of the Arabia CSR Awards 2019 to improve the sustainability practices in our hotel.* ”

*Freddy Farid
Managing Director*



**SOCIAL ENTERPRISE
CATEGORY**



WINNER

SOCIAL ENTERPRISE CATEGORY



الشركة العمانية للغاز الطبيعي المسال ش.م.ع.
Oman LNG L.L.C.



Oman LNG Development Foundation (ODF) was created in 2009 due to the need felt by Oman LNG L.L.C to further strengthen its Corporate Social Responsibility (CSR) efforts with more focus and prominence. The Foundation became operational on the 1st of July 2015. The primary aim of ODF is to provide financial support for projects, initiatives and programmes for the benefit of the Omani society as well as to be an exemplary CSR Centre of excellence in Oman and to function as a role model for sustainable social investment in the Sultanate.

The vision of the Foundation is to create a sustainable income channel and provide financial support for programmes, projects and initiatives that benefit the local community located near Oman LNG's liquefaction plant as well as communities in other governorates of the Sultanate. The approach adopted by ODF is to invest **1.5%** of its net income after tax (NIAT) which is then used to contribute to the social development of sustainability programmes. Additionally, the Foundation also conducts studies which help to serve and develop the society.

The Foundation has undertaken an independent process to assess the social impact of the company's social initiatives which would help to determine the value created by the company's efforts in the local community and provide analysis and recommendations that would enhance strategic decisions and planning for future projects. The impact assessment phases started in 2017 and **2** reports were released for 2017 and 2018 and by January 2020 the **3rd** report will be released.

The Foundation adopts a **3**-pronged approach to social responsibility:

- Corporate Social Responsibility - for the sustainability of their projects by managing them as programmes with a key idea in order to provide ongoing support

Oman LNG Foundation SULTANATE OF OMAN

- Securing the Future - Providing continuity through a reserve fund (**1.5%** of net income after tax) and ensuring financial sustainability
- Center of Excellence - Empowering others to develop CSR initiatives through partnerships, knowledge sharing, financing and investment

The objectives identified by the Foundation cover the following areas:

- Infrastructure Development
- Human Resources Development (Training and Education)
- Initiatives & Training Programmes to raise awareness about Health, Safety and Environment
- Culture and Heritage
- Sports and other Youth Development related activities
- Government recommended initiatives including charities and other Corporate Social Responsibility activities

Oman LNG Foundation's achievements in 2018 include:

- **USD 2 million** in National projects, a **25%** increase over 2017
- **USD 0.7 million** spent on human resource development, a **17%** increase over 2017
- **USD 2.7 million** spent on community funded projects, a **50%** increase over 2017

Oman LNG Development Foundation maintains close contact with the main offices of Oman LNG in Muscat and Sur in order to convey the views and suggestions of the communities regularly so that they are incorporated into the policies of the Foundation. This is reflected in the periodic reports of the Social Investment Committee, which include details on the performance of the Foundation.

“ *The establishment of Oman LNG Foundation does more than just provide financial support for projects, initiatives and programmes for the benefit of the Omani society; it also acts as Oman's largest CSR centre of excellence and functions as a role model for sustainable social investment in the Sultanate and beyond.*

*Khalid bin Abdullah Al Massan
CEO*



**HEALTHCARE
SECTOR CATEGORY**



WINNER

HEALTHCARE SECTOR CATEGORY



Aster DM was established more than 30 years ago as a single doctor clinic in Dubai and currently boasts a network of more than 300 establishments spread across **9** countries with over **17,335** employees and **2,860** doctors. Aster DM's mission is to bring affordable quality healthcare to all sections of the society by offering a set of brands across varying price bands. Sustainability in Aster DM is integrated both into business planning and management systems. The company conducts sustainability impact assessment through intensive stakeholder consultation, industry specific frameworks and guidelines (JCIA, EFQM, GRI materiality assessment, Dow Jones sustainability index). This has led Aster DM to adopt UN SDGs and the 10 principles of UN Global Compact. It has integrated them into its business planning, management information and control systems. Furthermore, regular peer group analysis to assess sustainability impacts is also conducted. These have helped Aster identify environmental, social, economic indicators that align with its core issues. One of these include climate change mitigation which has emerged as an important issue as well as a larger sustainability trend. This issue is intertwined with water efficiency, energy efficiency and transportation sector.

By reducing energy consumption, water consumption & transport requirements, Aster DM aims at limiting GHG emissions. This is a win-win situation for its business as well as saving on operational costs. In addition to this, the organisation has identified **7 UN Sustainable Development Goals (3, 4, 5, 8, 9, 10 & 13)** and has aligned their policies, procedures and practices in accordance with them. This has enabled Aster DM to assess its efforts towards achieving its mission and vision in a better

Aster DM Helathcare UNITED ARAB EMIRATES

manner. With regards to its CSR activities, the company has set up a core CSR Committee comprising of Board Members and selected stakeholders responsible for the successful execution of sustainability programmes. This committee meets regularly to plan, review and monitor all the Company's CSR activities. It is comprised of three or more directors, out of which at least one director, is required to be an independent director.

Some of the CSR activities conducted by Aster in the last year include:

- Community awareness talks at **7** schools, more than **6,000** children and more than **600** teachers on dental hygiene, use of 'eco-friendly toothbrushes etc
- Supply of 1 container of **35,000** food packets worth **AED 350,000** for Somalia aid
- Campaign launched to help in rebuilding **500** homes in Nepal after natural disaster with **AED 1.4 Million** donation. Extended support to **23** Nepalese staff in Aster for rebuilding their homes

One of its entities is the Aster DM Foundation, which is a non-profit organisation operating under the umbrella of Aster DM Healthcare. It has partnered with various other organisations in UAE and across the world for the focused purpose of community welfare. Aster has a well-defined partner selection process for any programme. The organisation has strategic partnerships with several government of Dubai entities and with Ashok Leyland for Mobile Clinic. It has also partnered with Al Jalila Foundation in building the first medical research center in the UAE, it supports the needy community for their ophthalmic care through Al Noor Foundation.

“ Aster DM Healthcare started its journey 3 decades ago; a journey with an aim to provide quality healthcare that is affordable. This aim translates well to the universal healthcare philosophy of *Quality, Affordability and Accessibility*. Our belief that profit should be a by-product of excellence and not the aim of healthcare resonates with all our initiatives. Our efforts for a better society aim at improving health, education and overall environment.

Dr. Azad Moopen
Chairman



**PARTNERSHIPS &
COLLABORATIONS
CATEGORY**



WINNER

PARTNERSHIPS & COLLABORATIONS CATEGORY



The “Egyptian Date Palm Festival in Siwa” is a partnership between the Khalifa International Award for Date Palm and Agricultural Innovation in the UAE and the Ministry of Trade and Industry of the Arab Republic of Egypt with several private companies and **2** NGO's; the Siwa Son's Association and the Siwa Association for protecting the Environment & Community Development.

The partners formed a committee that undertook the responsibility of executing this project by organising the first festival in 2015. The project aims to achieve sustainable development in accordance with the United Nations 2030 Goals and to build bridges of cooperation between relevant stakeholders. It is hoped that through the partnership, agricultural innovation and date palm industry around the world will be promoted. The General Secretariat of the Award ensures that the objectives of the project are in line with local priorities of the target groups in Siwa Oasis.

Beneficiary groups of the project include the following:

- **10,000** date palm farmers in Siwa Oasis
- **7** small and medium size date factories in Siwa Oasis
- **9** owners of frozen refrigerators for storing dates
- **6** local Non-governmental organisations (NGOs)
- **12** local private schools

The total project value for each year is **AED 1 million**, while the budget for the rehabilitation of the state date factories in Siwa is **AED 2.4 million**.

One of the positive outcomes of this project was the increase of export figures and exposure to the Egyptian dates. This was evident by the increase of **17%** of export figures from

Khalifa International Award for Date Palm and Agricultural Innovation

UNITED ARAB EMIRATES

2015 to 2016, while exports increased by **70%** during the first quarter of 2018 compared to the same period in 2017. It also opened **42** new markets around the world.

The project also gave a clear message to farmers to avoid pesticides in order to improve the quality of dates. As a result, more than **200** farms were certified as organic. The project has been approved by the European Union for its implementation of converting agricultural waste into organic fertilizer and the output has also been distributed to farmers who are members of the Association. In addition, the palm fronds and farm residues were handed over to Siwa Society for Community Development and Preservation of the Environment for the production of organic fertilizers from agricultural residues.

The project has contributed towards increasing the income of the farmers by raising the price of the Siwa Dates from **2** to **14** pounds / kg. The project has also had a positive impact on employment opportunities with the number of canning and packing factories in Egypt increasing to **12**. The partnership has had a positive effect on the rate of female labour which has significantly increased. The project also contributed to increasing the social mobility in the society and the empowerment of farms and the link to land and care for the palm because the economic returns have become greater, which enhanced social stability. The partnership project has contributed to increasing the number of female workers who were previously not allowed to work in date factories.

“ We are extensively proud and embrace the achievement of “Egyptian Date Palm Festival in Siwa” as a success story reflecting partnership between UAE represented in Khalifa International Award for Date Palm and Agricultural Innovation and the Arab republic of Egypt represented in the Ministry of Trade and Industry and in cooperation with private companies and a civil society to support and develop infrastructure of palm agriculture sector and to produce and manufacture Egyptian date palm.

*Prof. Dr. Abdel Wahab Zayed
Secretary General*

1st RUNNER UP (TIE)

PARTNERSHIPS & COLLABORATIONS CATEGORY



Gulf Petrochemical Industries Company (GPIC)

KINGDOM OF BAHRAIN



The 'Ministry of Education & GPIC Environmental Research Programme' is an ongoing annual programme that was created in partnership with the Ministry of Education (MoE) Bahrain in 2004. The partnership is an implementation of GPIC's commitment towards the society, environment and the welfare of the future generation of Bahrain. The schools and external environmental specialists are the other technical partners in the partnership which sponsors 20 research topics annually out of which the top 3 are awarded.

The aim of this partnership is to encourage environmental research programmes that are focused towards enhancing the scientific research skills of school students and raising awareness about saving the environment. Additionally, it aims to foster a sense of healthy competition amongst school students and taps their creativity and innovation. Although there is no restriction the scope is defined by the following categories:

- Pollution control
- Power & water conservation
- Recycling & Re-use
- Protection of wild life and marine resources
- Agricultural promotion and green space development

The project is a win-win situation for both GPIC and the Kingdom of Bahrain. Since being in operation in 2004, it has provided visibility through the creation of a reputable platform for scientific research at school level. Some of the achievements made during this time include:

- **1,100** projects have been received
- **332** schools have benefitted from this programme
- More than **2,100** students have been directly involved with the project

- The GPIC team who manage the programme also benefit by interfacing with the student community, getting involved in the evaluation/assessments, providing guidance to students etc. Since the launch more than **100** GPIC employees have been actively involved in this programme

External assessors also benefit by coming across new innovative ideas. Since the launch **30** assessors have benefitted.

The timeline of the whole project starts in September after the schools summer vacations and ends the next year in June/July with the Award ceremony. The project allocates funds upto a maximum of Bahrain Dinar **BD 400** to each project that is selected.

From the start of the project application phase till the awards ceremony the project life cycle is monitored closely and all the stakeholders are engaged through regular meetings and progress updates. The selected task team from the Environment Activities Committee oversees the progress of the partnership project; closely monitors it and follows up with the relevant schools in case of any issues by e-mails, telephone contacts, meetings. The progress on the Environmental Research programme is a regular agenda of the monthly meeting of the Environment Activities Committee. The minutes of the meeting are sent as soft copy to the Management and all concerned and are also posted on GPIC's Intranet under the Committee system.

“ At GPIC we believe that education is key to changing an uncertain future into a prosperous one. The School Environmental Research Programme, in collaboration with the Ministry of Education of Bahrain, has been a corner stone to environmental innovation for the past 15 years and has benefitted hundreds of students, teachers, academics, environmentalist and GPIC employees. This programme is also aligned to the Sustainable Development Goals and shows our commitment to the future generations.

Dr. Abdulrahman Jawahery
President

1st RUNNER UP (TIE)

PARTNERSHIPS & COLLABORATIONS CATEGORY



Ma'aden Waad al Shamal Phosphate Company in partnership with the Ministry of Education (MoE) and Dhahran Techno Valley Company (DTVC) established the Schools of Excellence Project (SoE) in 2017 in the Northern Border Region of the Kingdom of Saudi Arabia. The initiative was developed in response to a specific local need for education and training in the Northern Border Region.

Ma'aden also won the Top Award in the Partnerships and Collaboration category in 2018 for its project called Saudi Mining Polytechnic (SMP) which was a non-profit educational partnership between Ma'aden and the Technical and Vocational Training Corporation (TVTC). This is proof of the continuous pursuit of excellence and benefit that has become the hallmark of Ma'aden.

The Schools of Excellence project aims at supporting the general education system in the Northern Border by establishing and running **2** schools that model best practices in terms of curricula, instructional staff, learning facilitation and educational outcomes. The schools aim to graduate highly qualified students who will meet admission requirements at competitive universities in engineering and science majors.

The Ministry of Education (MOE) provides the school buildings, core curricula, school principals, policies, guidelines, school transportation for the first **2** years of operation and high level governance. Ma'aden manages the **2** schools through a highly reputable service provider (Dhahran Techno Valley Company). MWSPC provides the funds that support the operation of the 2 schools.

MA'ADEN

KINGDOM OF SAUDI ARABIA

The **2** SoEs are located within the cities of Ar'ar and Turaif in the Northern Border Region of KSA. These locations were chosen to target the most education-deprived region of the Kingdom of Saudi Arabia and also in close proximity to Ma'aden's flagship phosphate project, Waad al Shamal city development which, in the long term, will require a highly skilled local workforce with science and engineering backgrounds.

The direct beneficiaries of the partnership are the students that enroll with the SoE. Since the start of the programme in September 2017, each school has admitted between **100 – 125** students each year towards a maximum capacity of **300** students. There are **421** students at the present time in both schools in the **10th** and **11th** grades. The first cohort will graduate in June 2020. The general education system in the Northern Border Region of Saudi Arabia is a beneficiary of this partnership. Educational supervisors and teachers are invited to participate in the professional development workshops and events that are conducted at the schools. Outcomes and statistics from the diagnostics and achievement assessments are shared with the Ministry of Education in the Northern Border Region.

“*Ma'aden is extremely proud to present Arabia CSR Awards with our educational partnership, the Schools of Excellence (SoE). SoE is part of a range of our educational partnerships, with a focus on schooling and training in the Northern Border region and communities surrounding our operations. Ma'aden is absolutely committed to making a significant contribution to Saudi Arabia's Vision 2030, by providing excellent educational opportunities to younger generations and building local capacity within the mining sector.*

*Darren C. Davis
President and CEO*

2nd RUNNER UP (TIE)

PARTNERSHIPS & COLLABORATIONS CATEGORY

BMCE BANK OF AFRICA
البنك المغربي للتجارة الخارجية لإفريقيا



From 2015 to 2018, BMCE Bank of Africa was the first financial institution in Morocco and in the Southern and Eastern Mediterranean Region to seal an innovative partnership called the Morocco Sustainable Energy Financial Facility programme - MorSEFF - to finance energy efficiency and renewable energy on a small scale.

The Morocco Sustainable Energy Financial Facility programme (MorSEFF) is a Partnership between BMCE Bank of Africa and the Development Finance Institutions in Europe - European Bank for Reconstruction and Development (EBRD), European Investment Bank (EIB), Kreditanstalt für Wiederaufbau (KfW) and French Development Agency (AFD) and is supported by the EU Neighborhood Investment Facility (NIF). It offers Morocco's first Energy Efficiency financing facility.

The main objective of the partnership is to promote investments in Sustainable Energy in Morocco. The objectives of the MorSEFF Partnership which were defined at the outset of the project were: encourage innovators, reward high Energy Efficiency projects, help inform and raise awareness about the positive impact of Energy Efficiency and Renewable Energy, as well as the energy transition in Morocco; provide the necessary technical support to customers and allow investment in commercially viable projects.

The MorSEFF programme was conceived as a "one stop shop" for private SMEs to get flexible financing, cash back incentives and free technical assistance to be able to invest in the right energy efficiency technology. Essentially, BMCE Bank of Africa paved the way for the energy efficiency market in Morocco.

BMCE
Bank of Africa
KINGDOM OF MOROCCO

MorSEFF has increased knowledge of the renewable energy market, customer awareness and skills of staff dedicated to the promotion of sustainable development, energy efficiency and renewable energy for SMEs. The MorSEFF Programme was deployed in two tranches: MorSEFF I 2015-2016 (**20 Million Euros**); MorSEFF II (**35 million Euros**); 2016-2018. 2019: MorSEFF III is being commercialised.

The MorSEFF Programme between 2015 and 2018, amounting to **55 million Euros**, benefited **111** projects from a wide range of industries in Morocco. The sectors financed and assisted include: agriculture and agribusiness; industry; construction; transport; tourism and other services. The eligibility criterion for financing was: **20%** reduction of CO₂, **20%** energy saving. Projects successfully verified and meeting the minimum eligibility criteria received **10%** of the loan amount in cash back.

The MorSEFF Programme has enabled BMCE Bank of Africa to help its customers reduce their carbon footprint and produce clean energy through the programme. In terms of quantitative targets, the financial target of **55 million Euros** has been set as a goal. Furthermore, the planting of trees has also made a significant contribution to the fight against climate change and climate mitigation. Annual energy savings of more than Moroccan Dirham (MAD) **33 million** were generated over the 2015-2018 period through the reduction of carbon footprint and production of clean energy. Carbon emissions equivalent to the amount generated by **5,000** humans annually were saved over the course of a year as a result.

“ Our Group has demonstrated its commitment to creating favourable conditions for a transition to a low-carbon economy, through the issuance of a Green Bond, financing facilities dedicated to protecting water resources, promoting the circular economy, resource & energy efficiency, accompanying women in business. In January 2017, our Bank adopted the Principles for Positive Impact Finance of UNEP FI, further testimony to its proactive approach to sustainable and responsible development.

Othman Benjelloun
Chairman and CEO

2nd RUNNER UP (TIE)

PARTNERSHIPS & COLLABORATIONS CATEGORY



MOROUJ COMMODITIES LTD

REPUBLIC OF SUDAN



Morouj is a fast-growing organisation that believes in change and improvement. The Morouj Green Forest Project is a collaboration born out of the company's commitment to sustainable change and triple bottom line approach. The collaboration is between Morouj, the Khartoum State Sanitary Corporation and a young community activist named Amel who presented this project which aligned with Morouj's green goals and the whole Hattab community.

Within the last **25** years, Sudan had lost **25%** of its forests. Darfur had lost one-third and East of Sudan had lost two-third of its forests. Due to the fall in the percentage of rainfall, the desert area has increased from **50** to **200 km²**. Moreover, this led to extreme weather patterns causing a **20%** damage in the agricultural production. The project began in August **2016** with the aim of planting **10,000** Neem trees on **1,500** acres of a desert area called Hattab in Khartoum North Bahri.

A research was carried out to identify the need analysis at different levels. At first, Hattab was a land of garbage dump and sewage water. Morouj wanted to step in to change this fact and avail this opportunity to irrigate the trees by using the sewage water. On 11th of March 2017, phase 1 of Hattab project started. Employees of Morouj, natives of Hattab area, students from different schools and Safia Women Organisation planted **9,000** Neem trees. The trees were irrigated using the sewage water which would have been un-utilised and incurred treatment cost for the state. The Morouj Green project turned a waste dump into an oasis and brought life to the community and taught the younger generations the real value of collaboration and sustainability.

The project was implemented on **5** acres of desert area called Hattab located in Khartoum North Bahri. The project was in close proximity to Morouj's industrial plant and the tree planting was an excellent option for the company to offset its carbon emissions. The reason this particular area was selected was for ease of access to sewage water for irrigation. Further, the people around the area suffered from insects and planting Neem trees is very beneficial as they are known to be insect repellents. In addition, the planted trees absorbed the carbon dioxide and released oxygen, thus providing clean air which is attributed to improving the health of community members.

The quantitative goals of the project are:

- To produce **740,000 KG** of oxygen per year
- To plant **10,000** trees in **1,500** acres of land
- To supply and install an irrigation system from the Khartoum State Sanitary Corporation water treatment plant
- To rationalise the use of **3,650,000** liters of water (**10,000** liters / day) of sewage water resources
- To create employment opportunities and pave the way for economic growth

“ *The global increase of emissions is damaging our planet, leading to global warming and Climate change. Resource scarcity and population growth is giving rise to social, environmental and economic issues. It is contributing to malnutrition, poverty etc. It is our responsibility to contribute in making a difference to issues that matter most to our business and to the world. Our belief is that business growth should not be at the expense of the society or the environment. We are committed to contribute in ongoing green programmes and practices to increase our social impact.* ”

Khalid Idris
CEO



**SPONSORS
PROFILES**





Emirates National Oil Company

EXCLUSIVE SPONSOR



ENOC Group (Emirates National Oil Company) is a leading integrated international oil and gas player operating across the energy sector value chain.

As a wholly owned entity of the Government of Dubai and integral to the Emirate's success, ENOC owns and operates assets in the fields of exploration and production, supply and operations, terminals, fuel retail, aviation fuel and petroleum products for commercial and industrial use.

The Group's general business operations includes automotive services, non-fuel F&B retail and fabrication services. Servicing thousands of customers in over **60** markets, the Group employs a multi-national workforce of over **11,000** employees and is deploying its world-class customer service, latest innovations and technologies and best practices to empower the UAE's social and economic development.

ENOC operates in the following categories:

- A diverse portfolio of oil and gas products including gas products, industrial products, aviation fuels and lubricants. Because of the variety of this portfolio, the geographical reach of this segment spans clients in the Middle East, Indian Subcontinent, South and Central Asia and Africa
- ENOC owns, operates and manages a refinery, an MTBE Plant and also trades in a diversified portfolio of products including petroleum, as well as soft commodities. It operates in the UAE, Singapore and London.
- ENOC manages the operations of **11** Horizon Terminals in Morocco, Djibouti, Saudi Arabia, the United Arab Emirates and Singapore
- ENOC manages and operates service stations in United Arab Emirates and the Kingdom of Saudi Arabia
- Dragon Oil has exploration assets in Turkmenistan, Iraq, Algeria, Tunisia, Afghanistan and Egypt



Gulf Petrochemical Industries Company

GOLD SPONSOR



Gulf Petrochemical Industries Company (GPIC) is a regional powerhouse in the petrochemicals and fertilizer industry. Formed as a result of a joint venture between the Government of Kingdom of Bahrain (Oil and Gas Holding Company), Saudi Basic Industries Corporation (SABIC) of the Kingdom of Saudi Arabia and Petrochemical Industries Company (PIC) of the State of Kuwait in 1979, GPIC primarily specialises in the production of petrochemical products from natural gas namely: methanol, ammonia and Urea at the highest international health and safety standards, earning it a number of prestigious industry and sustainability accolades over the years. Since its establishment in 1979, the company has constantly been expanding and growing. This is due to its vision which is to be “A world –class petrochemical and Fertilizer Company of choice, recognized for excellence”. The company is well placed in terms of backward linkages since it has access to raw natural gas which it uses for its production of Ammonia, Methanol and Granular Urea.

As a major manufacturer in the Kingdom of Bahrain, the company is optimally placed to play a proactive role in the region’s activities and contribute to the social, environmental and economic well-being of the local community. GPIC has positioned itself as a sustainability champion and advocate on the global sustainability scene through its extensive contribution towards the relevant platforms. The company is actively involved in the creation of a better world for future generations by tackling pertinent sustainability issues and balancing environmental, social and economic value. The company’s affiliations with global and regional CSR platforms and associations have helped establish its position as a responsible advocator of sustainable development. Furthermore, it has also earned the respect of the chemical industry and the global community as well.



McDonald's UAE

SILVER SPONSOR



Since being established in Al Ghurair Centre in 1994, McDonald's UAE has continued to live up to its commitment to provide quality products to its customers and maintains an active social responsibility agenda. Emirates Fast Food Co., which owns and operates the global food chain in the UAE has been a solid supporter of the local economy; sourcing around **80%** of its supplies from local and regional suppliers in the Arab world.

The company has been a staunch supporter of sustainability and environmental preservation which it has endorsed through its long-standing partnership with Emirates Environmental Group. Over the years, this partnership has resulted in many green initiatives such as Planting a Greener Future, Clean-Up UAE and the Can-Collection Drive that have made a positive impact on the local environment. Another feather in McDonald's UAE's cap is that it is a founding member of the Arabia Corporate Social Responsibility Network.

Over the years, McDonald's UAE has ventured into many environmentally friendly initiatives that have been well received by the public. In July 2011, McDonald's UAE launched its biodiesel initiative to reduce its carbon footprint. The company uses cooking oil for all fried foods in restaurants and routinely disposes of this used oil into suitable sealed and approved containers at all outlets in the UAE. Neutral Fuels, a company that McDonald's UAE has partnered with for this project, treats the used oil to convert it into biodiesel, which is then dispensed into McDonald's trucks. The initiative is part of Dubai's green scheme and is a team effort that also incorporates Dubai FDI, the foreign investment promotion arm of the Department of Economic Development. This collaboration aims to convert all used vegetable cooking oil from all McDonald's UAE restaurants every month into biodiesel used to run its fleet of trucks.

CONCLUSION

It is said that excellence is never an accident. It is a conscious choice that individuals and entities make to traverse the straight and narrow, to always challenge themselves and to keep raising the bar even when there is no competition. The **28** entities that are standing at the end of one of the most rigorous and detailed screening and evaluation processes in the Arab Region are proof that the price for being the best in the business might seem steep at times but there is always a light at the end of the tunnel for those who strive and believe.

This year there were **116** entities from **14** countries of the region that participated in the Awards. These came from diverse industries in **42** sectors. Each entity brought in a unique flavour of sustainability that was representative of the ecosystem it came from. The 12th cycle of the Arabia CSR Awards has corroborated the gathering momentum that the popularity of sustainability being practiced in the Middle East is picking up. Having observed the evolution of CSR and sustainability in the region over the years, we are beginning to witness organisations venturing out of their comfort zone to tailor sustainability themed initiatives that are very well adapted culturally, socially and environmentally. This is a welcome departure from the earlier days when entities had to try to mold their operations according to foreign CSR and sustainability concepts that had very little relation to the local context and needs.

The evolution of corporate responsibility in the region has aided in the development of the Arabia CSR Awards. Every year, we have adapted to growing needs and improved the application experience for participating organisations. As we round the bend towards the homestretch of the UN Sustainable Development Goals, there has been a noticeable increase in organisations aligning their practices according to the 17 goals. Amongst them, there is a strategic interest in managing environmental impact and community contribution clearly visible within all entities in the MENA region. There were hardly any winning applications that did not have environmental management systems with relevant certifications to ensure first-rate HSE (health, safety and environment) standards. This has been further boosted by the thriving strong community projects that they are implementing. It has in fact, become a sort of minimum requirement for all applicants to have these practices in place if they wish to stand on the podium in the month of October every year.

This year, while we can see a number of winners from the previous cycles, it is worth mentioning that there is a growing trend of newcomers making an impact in their first attempt. This is a welcome trend and one that will only boost healthy competition and lead to an 'Arabisation' of sustainability best practices that will be replicated and talked about in other parts of the world. The Partnerships and Collaborations category continues to attract the lion's share of applications. This points to a culture of mutual collaboration and knowledge sharing that bodes well for the knowledge economies of the region as a whole.

This year's cycle and its winners prove that there is a choice that we have to make as people, individuals and entities. If we want to be great at something, there is a decision to be made. We can all be masters at our craft, but we have to stand out from the crowd. If we want to be followed rather than watched, we need to rise above the mean; by going beyond the norms and the accepted practices. The **28** winners of the 12th Arabia CSR Awards prove that the goal post at the end of the road is worth all the effort.



SPECIAL THANKS TO ALL
THE PARTICIPANTS OF THE

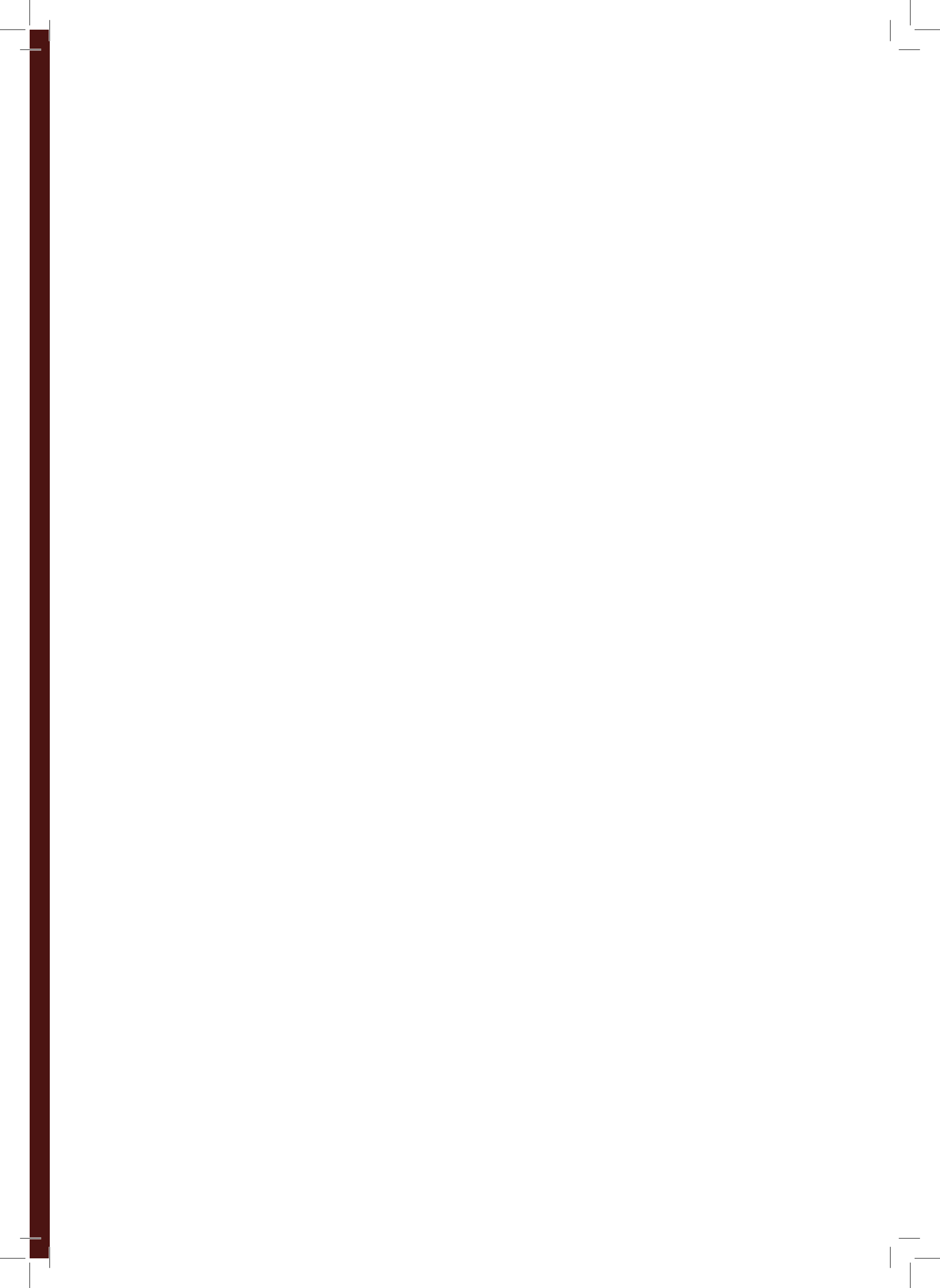
**ARABIA CSR
AWARDS
2019**



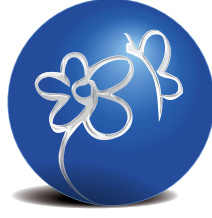


this publication may be reproduced, stored in a retrieval system, used in a report or spreadsheet, or transmitted in any form or by any means – electronic, mechanical, photocopying, recording, or otherwise – with prior consent of the Arabia CSR Network and due recognition afforded & ACSRN
For permissions kindly communicate with admin@arabiacsrnnetwork.com
For more information visit www.arabiacsrnnetwork.com

Copyright © 2019 ARABIA CORPORATE SOCIAL RESPONSIBILITY NETWORK.



Organised by



الشبكة العربية للمسؤولية
الإجتماعية للمؤسسات
Arabia CSR Network®

Exclusive Sponsor



Gold Sponsor



Silver Sponsor



Environmental Partner



Assurance Provider



Technical Support



Media Partners



Carbon Neutral event courtesy of



ARABIA CSR NETWORK © 2019

Villa No. 117a, JMR – 68, P.O. Box 112101,
Dubai, United Arab Emirates
Tel: +971(4) 344 8120, Fax: +971(4) 344 8677
Email: admin@arabiacrnetwork.com
Website: www.arabiacrnetwork.com

