



Corporate Social Responsibility Report **2018**



CEO Message

About Tabreed

Values

Journey

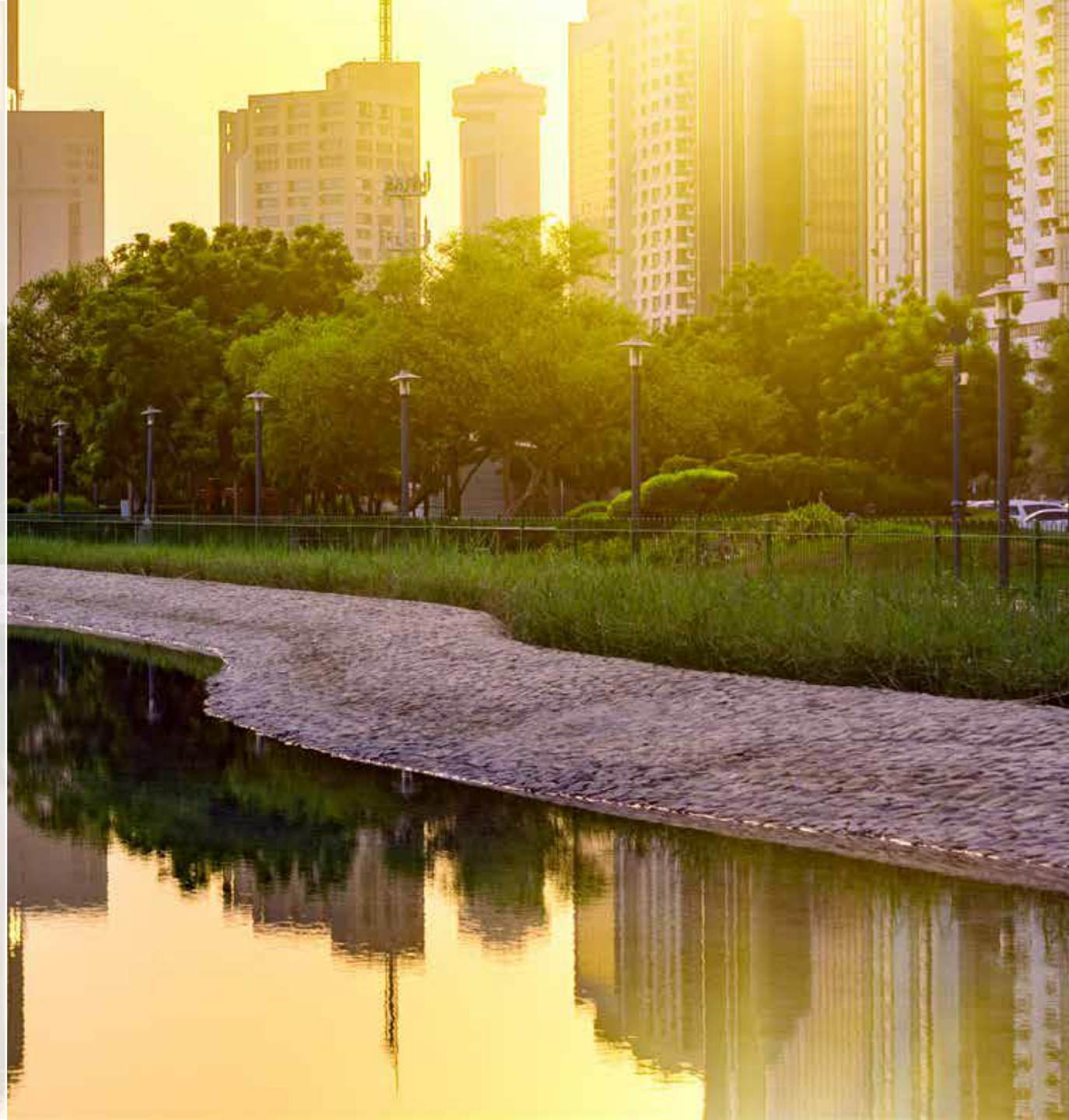
CSR Pillars

Community

People

Environment

Summary



1

CEO Message

About Tabreed

Values

Journey

CSR Pillars

Community

People

Environment

Summary

CEO Message



Throughout its 20-year history, sustainability has been at the core of Tabreed's operations, aligned with our mission to contribute to the sustainable development of communities in which we operate.

Our sustainability priorities encompass three main pillars, which are aligned with our values and the region's social and economic development objectives: People, Community and Environment. They guide our day-to-day operations, environmental and governance practices as well as our social initiatives.

Our strategy includes setting ambitious targets for promoting environmentally-friendly practices and minimizing our own footprint, developing solutions that enable our customers to meet their environmental goals, and partnering with forward-looking organizations to advance progress.

As the first regional district cooling company, we have pioneered district cooling standards. This puts a great responsibility on our shoulders to nurture sustainability through the use of advanced technology and processes, but also through our unrelenting commitment to human capital development and to support the growth of the region's knowledge economies.

At Tabreed, we recognize that sustainability is an ongoing journey. As we get ready to celebrate our 20th anniversary, our determination to make a difference has never been greater. We also believe that sustainability is a shared responsibility and we look forward to building partnerships that deliver innovation and progress for many generations to come.

Jasim Husain Thabet
CEO, Tabreed

2

CEO Message

About Tabreed

Values

Journey

CSR Pillars

Community

People

Environment

Summary

About Tabreed

From commissioning the UAE's first district cooling plant in Sweihan, Abu Dhabi in 1998 to over 72 plants and over 800 employees today across the GCC, Tabreed has pioneered district cooling in the region and defined cooling excellence standards with an unwavering commitment to quality, safety and efficiency.

Since the inception of the company, CSR has been at the core of Tabreed's operations, aligned with the company's mission to contribute to the sustainable development of communities in which it operates.

Vision

To be the leading cooling provider by utilizing sustainable, reliable & cost efficient energy solutions.

Mission

Creating value through optimizing, innovating and striving for operational excellence to exceed stakeholder expectations, whilst protecting people, assets and environment.



3

CEO Message

About Tabreed

Values

Journey

CSR Pillars

Community

People

Environment

Summary

Values

Tabreed's corporate values are guiding principles that help to define how the company and its employees behave. They underlie Tabreed's corporate culture and ethical behaviors.

These values focus on our customers, shareholders, environment, community and employees. Quarterly Value Awards recognize employees who have actively demonstrated the Tabreed Values and are nominated by fellow employees.



**Committed
to Health,
Safety &
Environment**



**Dedicated to
Excellence**



**Stronger
Together**



**Resilient
in the face of
Challenges**



**Inspire
with positive
energy**

A Meaningful Journey

Established in the UAE in

1998

to provide innovative cooling solutions that support the nation's sustainable development



In 2017, our energy-efficient and environmentally-friendlier cooling services reduced energy consumption in the GCC by more than **1.53 billion kWh**

This is enough energy for up to **53,000 homes** in the UAE every year



Leading to the elimination of over

768,000 tons



The equivalent of removing

153,600 cars

From our streets every year



Tabreed now proudly delivers its cooling services to many of the region's iconic projects and landmarks such as:



Today, we deliver more than **1.1 MRT** of cooling in 5 GCC countries



Equivalent to cooling **111** towers the size of Burj Khalifa



5

CEO Message
About Tabreed
Values
Journey
CSR Pillars
Community
People
Environment
Summary

CSR Pillars



Community



People



Environment

Tabreed's CSR pillars are aligned with the company's people and community, customer goals and the region's sustainability agenda. The company prioritizes initiatives based on their most pressing needs in areas where we believe we can have the most meaningful impact.

Tabreed's expertise and partnerships enable the development of impactful approaches to addressing critical challenges.

6

CEO Message
About Tabreed
Values
Journey
CSR Pillars
Community
People
Environment
Summary

Community

Nurturing Future Leaders

At Tabreed, we are committed to developing the next generation of leaders through encouraging UAE and GCC nationals to pursuing Science, Technology, Engineering and Math (STEM) studies leading to careers that help them realize their potential while positively impacting the growth of knowledge economies and socio-economic development.

University Talks and Career Fairs

Tabreed executives regularly visit local universities and engage with engineering students, sharing technology advances and best practices in district cooling as well as discussing potential career opportunities. Some of these universities include Khalifa University, Higher Colleges of Technology, UAE University, Zayed University and Tawdheef Career Fair.



6

CEO Message
About Tabreed
Values
Journey
CSR Pillars
Community
People
Environment
Summary

Community

Student Internships

The company also offers internships to students in their third or final year of university studies. Areas that students intern at range from Human Resources, Finance and Accounting, Legal, Information Technology, Operations, Asset Management, Projects, Customer Relations, Health and Safety Executive, Corporate Communications, Business Development and Audit and Risk.

Plant Tours

Students interested in gaining first-hand experience on the operations of district cooling plants, are invited to tour our plants. Tabreed has partnered with five universities to provide guided tours to their engineering students to deepen their knowledge of district cooling technology.



[CEO Message](#)[About Tabreed](#)[Values](#)[Journey](#)[CSR Pillars](#)[Community](#)[People](#)[Environment](#)[Summary](#)

People

Striving to provide a positive Health, Safety and Environment (HSE) presence in the communities in which the company operates.

Tabreed has rigorous HSE standards and processes which has enabled it to maintain a very high safety record for its employees. In compliance with federal and local authorities regulations, the company also implements a number of initiatives to increase awareness and enhance staff HSE competency.



CSR Initiatives

In line with HSE related regulations, Tabreed has supported the following CSR initiatives:

- Increased focus on environmental aspects by performing air and water testing and plants noise monitoring on regular basis.
- Renewing environmental permits and obtaining environmental clearance for existing plants to ensure HSE regulatory compliance.
- Compliance with waste management regulations in various Emirates.
- Compliance with health and hygiene regulations both in plant operations and related to human exposure.

7

CEO Message
About Tabreed
Values
Journey
CSR Pillars
Community
People
Environment
Summary

People

HSE Training and Awareness Programs

Tabreed has implemented mandatory HSE learning mechanisms to ensure employees receive continuous training on how to work safely in Tabreed's plants. In 2017, the company trained over 1,300 employees and contractors on Permit to Work System and Gas Testing, Chemical Safety, and HSE Management System / Risk Management (internally) and NEBOSH, IOSH, Basic First Aid, Firefighting, and Defensive Driving.

Furthermore, three HSE days were conducted in 2017 in which people external to Tabreed were invited to obtain awareness on general HSE matters. A number of employees also received E-Learning training on the most up-to-date and innovative HSE courses which can be completed online. This initiative has had a high participation rate among employees.



7

CEO Message

About Tabreed

Values

Journey

CSR Pillars

Community

People

Environment

Summary

People

Rewarding careers

At Tabreed, we are determined to contribute to societal progress through nurturing the next generation of leaders, offering Emirati and GCC youth rewarding career opportunities at Tabreed.

StarTrain Development Program

UAE national team members are enrolled in a leadership development program with specific and measurable milestones to monitor their professional development and ensure they are being trained to take on increasingly senior roles within the organization.

Emiratization

Tabreed is committed to encouraging Emiratis to pursue careers in the private sector and empower local talent to flourish. Current Emiratization rate stands at ~40% - one of the highest rates for a private company.



8

CEO Message

About Tabreed

Values

Journey

CSR Pillars

Community

People

Environment

Summary

Environment

Innovative, Efficient Technology Solutions

Aligned with the region's national efficiency and sustainability targets, Tabreed has set its own targets to support energy consumption reduction and emission prevention, through innovative technology solutions and environmentally-friendly practices.

Thermal Energy Storage

Thermal energy storage involves storing chilled water in large tanks which decreases total energy consumed at the plants. Tabreed uses thermal energy storage technology in many of its plants to help achieve larger savings in electricity consumption, which also reflects positively on plants performance.

Using Seawater to Protect Scarce Resources

Due to its proximity to the sea, along with other important factors such as the shortage of water supplies in GCC, Tabreed is currently using seawater instead of potable water in one of its plants in Bahrain. This has led to an annual saving of approximately 126 million imperial gallons of potable water.

Treated Sewage Effluent (TSE)

Tabreed is one of the pioneers in the use of TSE in district cooling plants, which enhances the sustainability of resources by recycling sewage water to replace potable water. TSE can result in up to 35% savings over conventional potable water systems. Tabreed currently uses TSE in two plants, with a view to expand across others.



8

CEO Message

About Tabreed

Values

Journey

CSR Pillars

Community

People

Environment

Summary

Environment

Partnering for efficiency and performance

As a pioneer in district cooling in the GCC, Tabreed has established the standards for the industry. However, with the understanding that standards need to continually evolve, the company is committed to ongoing innovation as both a business and sustainability practice. Tabreed partners with forward-thinking organizations on breakthrough initiatives that harness innovation in operations, technology, processes and products to deliver progress and set new standards in performance, energy and operational efficiency.



Improving Operational Efficiency

As part of Tabreed's commitment to improve operating efficiencies in our plants, we partnered with the Masdar Institute of Science and Technology, on a joint project to enhance operational performance and reduce energy consumption in district cooling plants. The project created a 'smart controller' capable of managing the plant to improve operational performance and decrease energy consumption, with minimal human interference.

The project was implemented at one of Tabreed's plants in Mohammed bin Zayed City, Abu Dhabi where the implementation of an optimal control system generated savings of 1 million MWh/year and 27 million gallons of water per year at the plant.

8

CEO Message

About Tabreed

Values

Journey

CSR Pillars

Community

People

Environment

Summary

Environment

Accreditations and certifications

Tabreed holds several internal, external & International certifications.

Tabreed / HSE Internal Certifications:

- Permit to Work System (PTW)
- Gas Testing
- HSEQ Risk Management

HSE External Certifications:

- NEBOSH
- IOSH
- Basic First-aid
- Firefighting

International/Standards Certifications:

- Quality Management System (ISO 9001)
- Environment Management System (ISO 14001)
- Occupational Health & Safety Management System (ISO18001)

ISO certifications underline Tabreed's commitment to its stakeholders, in particular its employees and environment.



9

CEO Message

About Tabreed

Values

Journey

CSR Pillars

Community

People

Environment

Summary

Summary

At Tabreed, sustainability is a commitment we make to our people, our community and the environment. We are focused on providing employees with rewarding careers and driving sustainable practices that promote the highest levels of quality and safety as well as their wellbeing. Tabreed is also committed to supporting the GCC communities in transforming into flourishing knowledge economies through technology, knowledge sharing and partnerships that meet ours and our customers' environmental goals, deliver cleaner energy, increase efficiency and reduce energy in our operations. As we enter our second decade of operations, we look forward to working together to realize sustainable development for the region for many generations to come.



A photograph of a city skyline at sunset. The sun is low on the horizon, creating a bright, golden glow that fills the sky and reflects on the water in the foreground. Several tall skyscrapers are visible, their silhouettes softened by the light. The text "THANK YOU" is overlaid in white, sans-serif capital letters in the center of the image.

THANK YOU