

SUSTAINABILITY REPORT 2019





دائرة البلديات والنقل
DEPARTMENT OF MUNICIPALITIES
AND TRANSPORT



مركز النقل المتكامل
INTEGRATED TRANSPORT CENTRE



دائرة البلديات والنقل
DEPARTMENT OF MUNICIPALITIES
AND TRANSPORT
بلدية منطقة الظفرة
AL DHAFRAH REGION MUNICIPALITY



دائرة البلديات والنقل
DEPARTMENT OF MUNICIPALITIES
AND TRANSPORT
بلدية مدينة العين
AL AIN CITY MUNICIPALITY



دائرة البلديات والنقل
DEPARTMENT OF MUNICIPALITIES
AND TRANSPORT
بلدية مدينة أبوظبي
ABU DHABI CITY MUNICIPALITY

SUSTAINABILITY REPORT 2019

DEPARTMENT OF MUNICIPALITIES AND TRANSPORT SUSTAINABILITY REPORT
According to Global Reporting Initiative (GRI)



Our Motto: We plan and serve for a better future



Our Vision: Urban development and integrated transportation that enhance quality of life



Our Mission: Regulate, develop, and manage urban growth and transport, for the prosperity and happiness of the community, by ensuring an integrated and sustainable approach to pioneering and smart infrastructure, facilities and services



Our Values: Empowerment, Transparency, Participation, Productivity, Future Shaping, Innovation, Positivity.





Sheikh Zayed bin Sultan Al Nahyan (1918-2004)

Founder of UAE

“No matter how many buildings, foundations, schools and hospitals we build, or how many bridges we raise, all these are material entities. The real spirit behind the progress is the human spirit, the able man with his intellect and capabilities.”



H.H. Sheikh Khalifa bin Zayed Al Nahyan

President of the United Arab Emirates, Ruler of Abu Dhabi

“The wealth of this generation does not belong to him alone. But we seek to provide the greatest prosperity and stability for future generations by diversifying the sources of national income and building a strong economy in all respects.”



H.H. Sheikh Mohamed bin Zayed Al Nahyan

Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces

“We should balance the responsibility between our duty to modernize other sources of energy, protect the environment we live in, and provide an appropriate legacy for future generations.”

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INTRODUCTION



1.1 Chairman's Message

Dear Stakeholders,

As the integral partner for shaping Abu Dhabi's future, we are pleased to share with you our latest Sustainability Report.

Through the visionary guidance of our wise leadership, we lay the cornerstones of our commitment to promote unified solutions and inspire positive change.

The report reflects an active pursuit for greater transparency and collaboration, while highlighting our advances in sustainability as we adapt to the Emirate's evolution and changing landscape.

In line with GRI Standards and the UN's Sustainable Development Goals, our portfolio of initiatives and programs focus on the ever-increasing need to protect the environment, preserve natural resources and ensure the highest standards of sustainable development.

Achieving these goals will pave the way to unlocking our economic potential with inclusive, resilient and sustainable communities that enrich the lives of its residents.

By recognising our shared responsibility and harnessing the power of partnership, we are taking collective steps to deliver the best sustainable solutions for the Emirate and the world.

We must continue to make significant progress by leveraging diverse expertise between the private and public sector, lifting Abu Dhabi onto an even more enhanced and sustainable trajectory of growth and development.

Each day heralds a new phase of collaboration with our stakeholders, creating opportunities to become the most sustainable capital of the world.

Let us put our words into motion, set higher benchmarks and reap the rewards to benefit Abu Dhabi and its people.



H.E. Falah Al Ahbabi

Chairman of the Department
of Municipalities and Transport
(DMT)



1.2 About this Report

About this Report

The Sustainability Report of the Department of Municipalities and Transport (DMT) examines facts about the economic, environmental and social performance of the entity, and focuses on its commitments, results and future goals, which enables us to communicate our sustainable performance to our stakeholders.

Scope

The data and statements contained in this report relate to - and include all of - DMT's core operations and processes under its management control, unless otherwise stated. This report also contains data related to subsidiaries and joint ventures.

The performance data provided in the report covers the reporting period from January 1 to December 31, 2019. Ongoing initiatives, which began in earlier years, as well as information deemed significant from previous years, have also been included in this report. There have not been any restatements or major changes to data measurement used, compared to those employed in the current report.

Content

The DMT's first report on sustainability provides information on sustainability performance of the entity in a reasonable and balanced manner. This report, which is addressed to all our stakeholders, has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option. GRI provides the world's most widely used standards on sustainability reporting and disclosure, enabling organisations around the world to communicate their sustainability performance and its impacts.

Comments

At DMT, we constantly seek to evolve and improve our sustainability performance. Therefore, we greatly value our stakeholders' feedback. Comments, questions, or suggestions for improvements to our first sustainability report are welcome at: csr@dmr.gov.ae

Please note that an e-version of this report can be found on our website: www.dmt.gov.ae

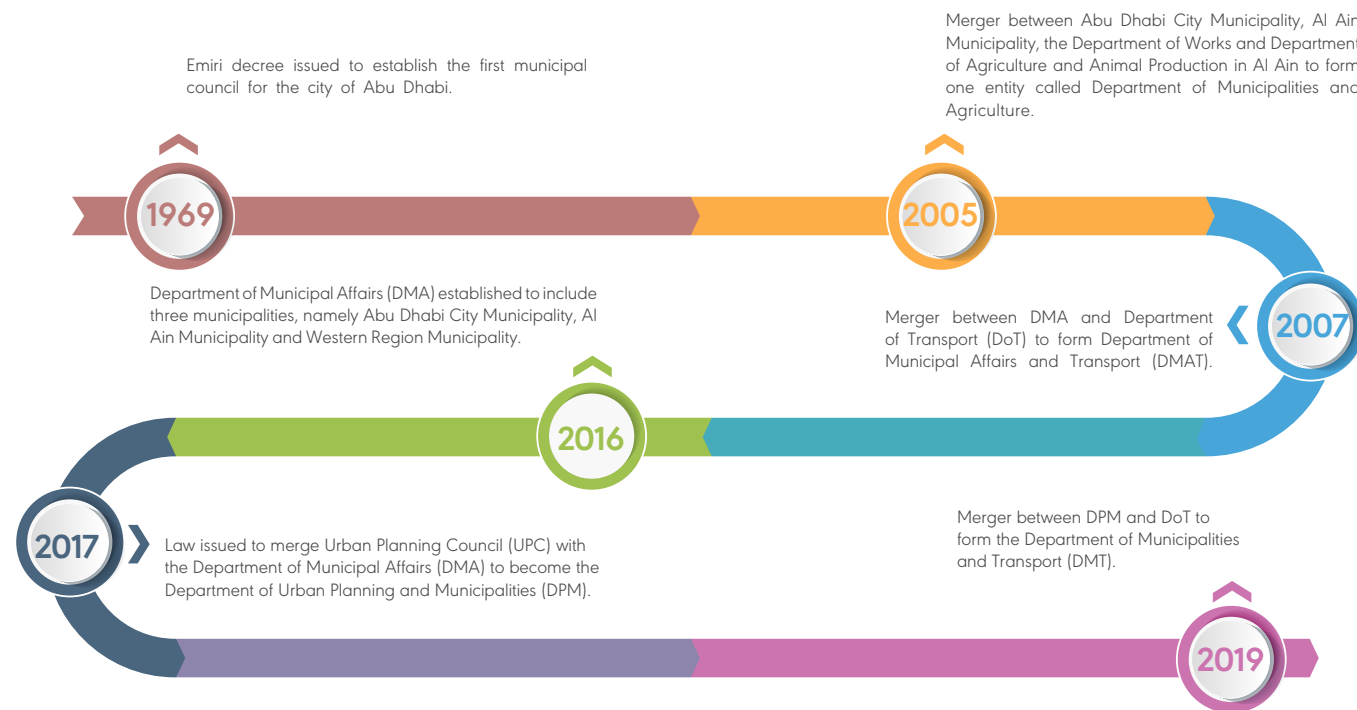




02

ABOUT DMT

2.1 Our Journey: (DMT)



2.2 About the DMT

The Department of Municipalities and Transport (DMT) was established by Law No. 30 of 2019 and is the entity responsible for managing the urban planning and transport sectors, and three regional municipalities.

→ As the entity responsible for

supporting the growth and urban development of Abu Dhabi Emirate, the DMT guides, regulates and monitors urban development activities. The expert authority improves municipal work to provide comprehensive services and creates higher living standards for residents through the supervision and management of the municipalities.

The DMT ensures the highest standards of safety, security, sustainability and technological developments of land, air and maritime transport networks of the Emirate, in line with the highest international standards and UAE legislation.

One of the DMT's top priorities is to fulfil the vision of H.H. Sheikh Khalifa bin Zayed Al Nahyan, President of the United Arab Emirates and Ruler of Abu Dhabi, which draws on the vision of our UAE Founding Father, the late Sheikh Zayed bin Sultan Al Nahyan.

2.3 Objectives



2.4 Competencies and Responsibilities

Planning and Following Performance	<ul style="list-style-type: none"> Proposing, approving, and supervising the strategic and executive plans and its implementation. Following the commitment of the authorities by implementing strategic and executive plans. Inspecting and supervising all affiliated entities regarding spending from budget, achieved revenues, committing to its duties and specialties, and recognising its strategic and executive plans. Submitting periodical reports and analytical studies to Abu Dhabi Executive Office in matters regarding the DMT's competencies. 	→	
Organising and Inspecting	<ul style="list-style-type: none"> Organising through setting policies, standards, systems, decisions and organising executive and operational circulars. Inspecting and supervising in accordance with legislations, agreements, and relative treaties currently in force locally and internationally through coordination with the relative authorities inside and outside of the country. 	→	
Licensing of Workers	Licensing of all working authorities, companies, and persons, and inspecting their compliance with providing the optimum level in services quality in accordance with current legislations and in coordination with the relevant authorities.	→	
Suggesting Fees	Suggesting fees, tariffs and values associated with its competencies and submitting it to the Executive Council for approval according to the usual sort of systems.	→	
Promoting investments	Promoting investment and partnerships with the private sector for projects related to DMT competencies while coordinating with the relevant authorities.	→	

2.5 Core Tasks of the Urban Planning and Municipalities Sectors

→ Implementation of Urban Development Plans in the Region	<ul style="list-style-type: none"> Coordinating with the relevant authorities in relation to urban development plans in the region. Executive design development according to the general approved plan. 	
→ Building Permits and Projects Inspection	<ul style="list-style-type: none"> Implementation of laws, systems, regulations and specifications issued by the competent authority. Issuing of building permits and inspecting the implementation of projects in accordance to laws and regulations. 	
→ Appearance of the Region and Maintaining its Cleanliness and Beauty	<ul style="list-style-type: none"> Setting laws and regulations related to the appearance of the region and maintaining its cleanliness and beauty. Maintaining the cleanliness of the region. 	
→ Infrastructure and Public Utilities and Services in the Region	<ul style="list-style-type: none"> Designing, building, maintaining and operation of infrastructure, including roads and green areas within the scope of the municipality. Designing, building, maintaining and operation of public utilities and services in the region. 	
→ Land Registration	<ul style="list-style-type: none"> Provide land registration services. 	

2.6 Core Tasks of the Transport Sector

Road Plans

Suggesting road plans and raising for approval.



Organisation and Inspection of the Transport Sector

- Organising and inspecting the civil aviation, land and maritime transport sectors in the Emirate and achieve the highest standards in safety, security, environment protection and economical growth. Participating in the investigations of accidents and promote its advancement through cooperating with the competent authorities within and outside the country in accordance with the legislation in force.
- Supervising the implementation of laws, systems and regulations issued by the local and regional civil aviation and maritime transport authorities to keep up with the activities and development of the civil aviation and maritime navigation in the world's nations to achieve the highest safety and security standards in these sectors.
- Supervising the implementation of provisions and rules regarding air traffic rights and bilateral and multilateral agreements of air and maritime navigation with other countries or parties.

Civil Aviation Sector

- Signing of bilateral memoranda of understanding related to the rights of air transport through the Emirate's airports according to the established procedure.
- Granting consents for clearance for air operators to conduct their regular and non-regular flights from and to the Emirate's airports taking into consideration meeting the required consents from the relevant federal and local entities.
- Establish rules related to conditions of flying over the Emirate's territory and landing in its airports and taking off from it, as well as, standards and conditions for constructing private airstrips in coordination with relevant federal and local entities.
- Inspecting the implementation of the standard rules and international recommendations regarding the facilitations and in accordance to Annex IX of the Convention on International Civil Aviation as well as the recommendations adopted by the facilitation committee in its different sessions.

Organising of Workers in the Transport Sector

- Establishing regulations and decisions regarding consumer protection, encourage competition, prevent monopoly, and control prices and services levels in the transport sector and raise them to the Executive Council for approval.
- Monitoring the extent of commitment of centres, authorities and companies who are assigned to engage with public transport, airports and ports management, parking areas, public transport stations, traffic control centres, axle weight stations, logistic facilities allotted for land transport of goods, and other authorities and companies working in the Transport Sector in providing the highest level of services to the beneficiaries and acquiring all information, data and statistics from these authorities and companies in regards to operations and activities relating to the Transport Sector in the Emirate.



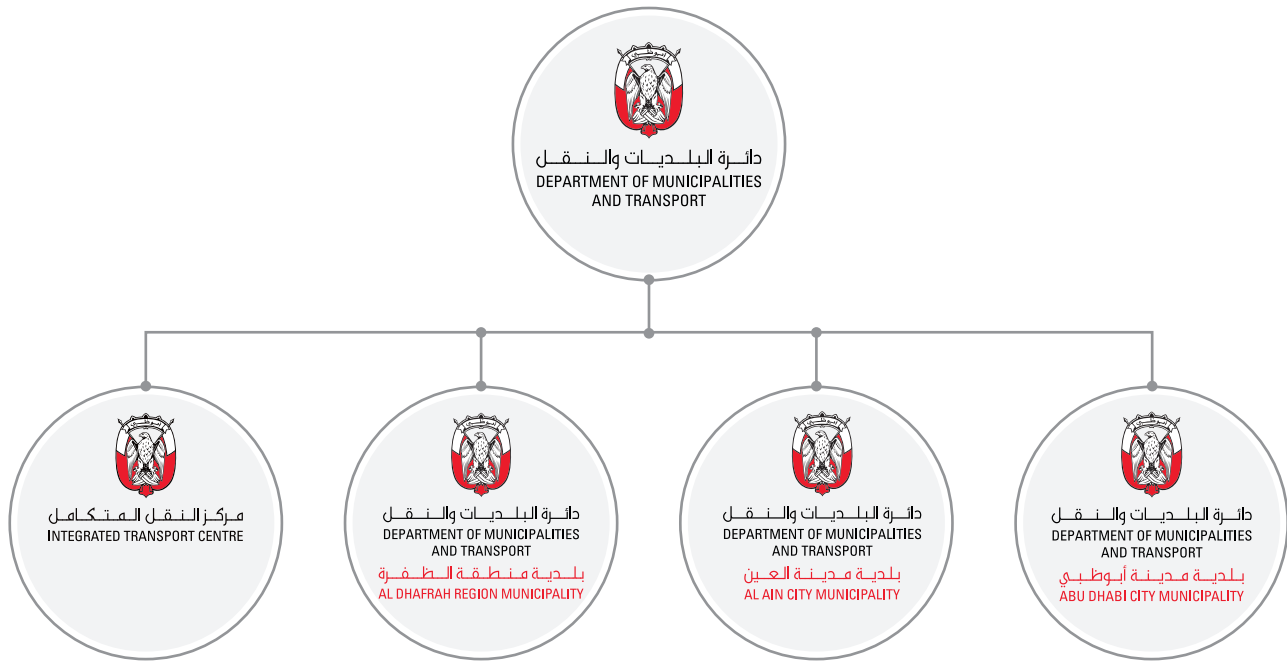
Maritime Sector

- Organising waterways and inland water in the Emirate and supervising its management except for the waters under the control of the armed forces and the Supreme Petroleum Council. Also, the delineation, determination and modification of waterways, depths, and inspecting the allowed maritime means of transport in it, setting speed limits, crossing times, prohibited zones, and especially zones of unloading, business activities and entertainment activities including the use of jet skis and granting them the relevant permits.
- Inspecting the commitment of ships to the provisions of international conventions, which the country has joined concerning the international and regional maritime regulations and especially regarding safety of lives and pollution prevention.
- Assigning locations, marina specifications and piers in coordination with the competent authorities.
- Establishing regulations to organise maritime navigation in the Emirate and means for navigation guidance while also inspecting its implementation.
- Establishing restrictions and conditions required to issue individual and business permits for maritime transport means. Also, to establish the conditions of issuing permits for steering maritime navigation means, their technical specifications and to check its conformity with the standards of safety, security and environmental systems and its technical validity to sail and take all measures needed.
- To remove and seize any means of maritime navigation, in coordination with the federal and local entities, in case of threat to lives, properties, or marine organisms, or in case of disruption of navigation, technical invalidity or if causing pollution to the environment, in accordance with the procedures and restrictions set by the DMT.



2.7 Organisational Governance

Affiliated entities



Organisational Governance Policy

- 

Adopting and implementing the best governmental practices, which enhances its performance
- 

Provide a fair, transparent and responsible work environment
- 

Prepare frameworks for guidance and inspection, which includes all the DMT's activities

Organisational Governance Principles

- 

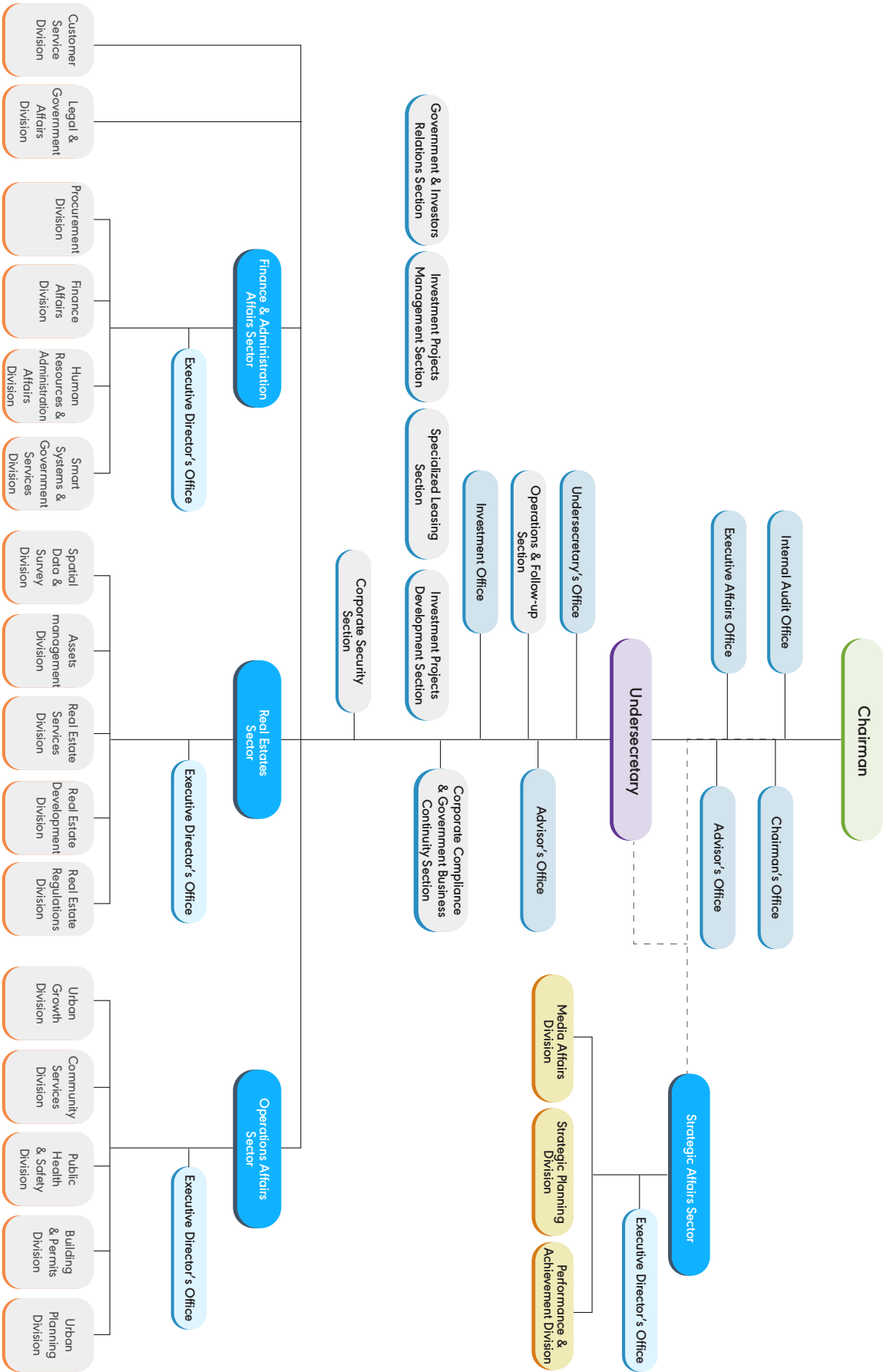
Transparency and credibility
- 

Integrity and strengthening professional values
- 

Focusing on participation of concerned groups
- 

Segregation of duties

Organisational Chart

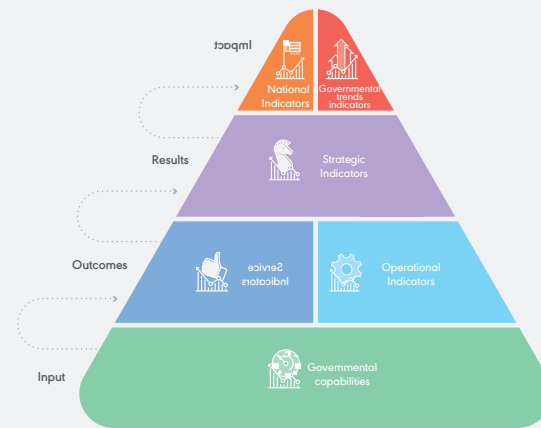


2.8 Strategic Direction



UAE Vision 2021

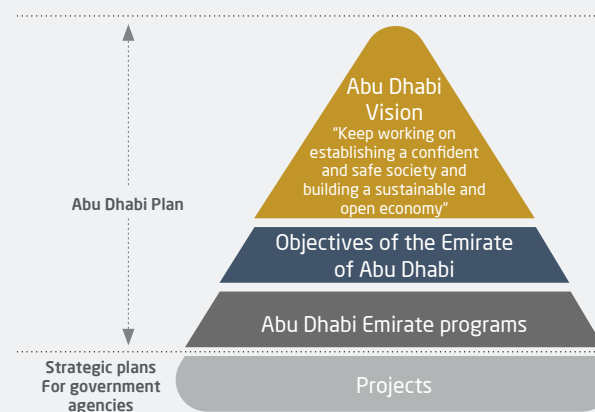
To ensure efficient implementation of the UAE National Agenda, the National Key Performance Indicators (NKPIs) and their associated national initiatives and strategies are incorporated in the Government's Performance Management Framework and linked to the five-year strategic and operational plans of federal ministries. Strategic plans include strategic objectives and KPIs that are implemented via an operational plan involving initiatives and service delivery KPIs. These are further supported by KPIs for government enablers.



Abu Dhabi Vision 2030

The Abu Dhabi Plan establishes a clear vision for the sustainability of the Emirate of Abu Dhabi, to meet its current and future needs, to develop and advance the community, and to promote a new type of thinking aimed at enhancing the Emirate's status and long-term vision through:

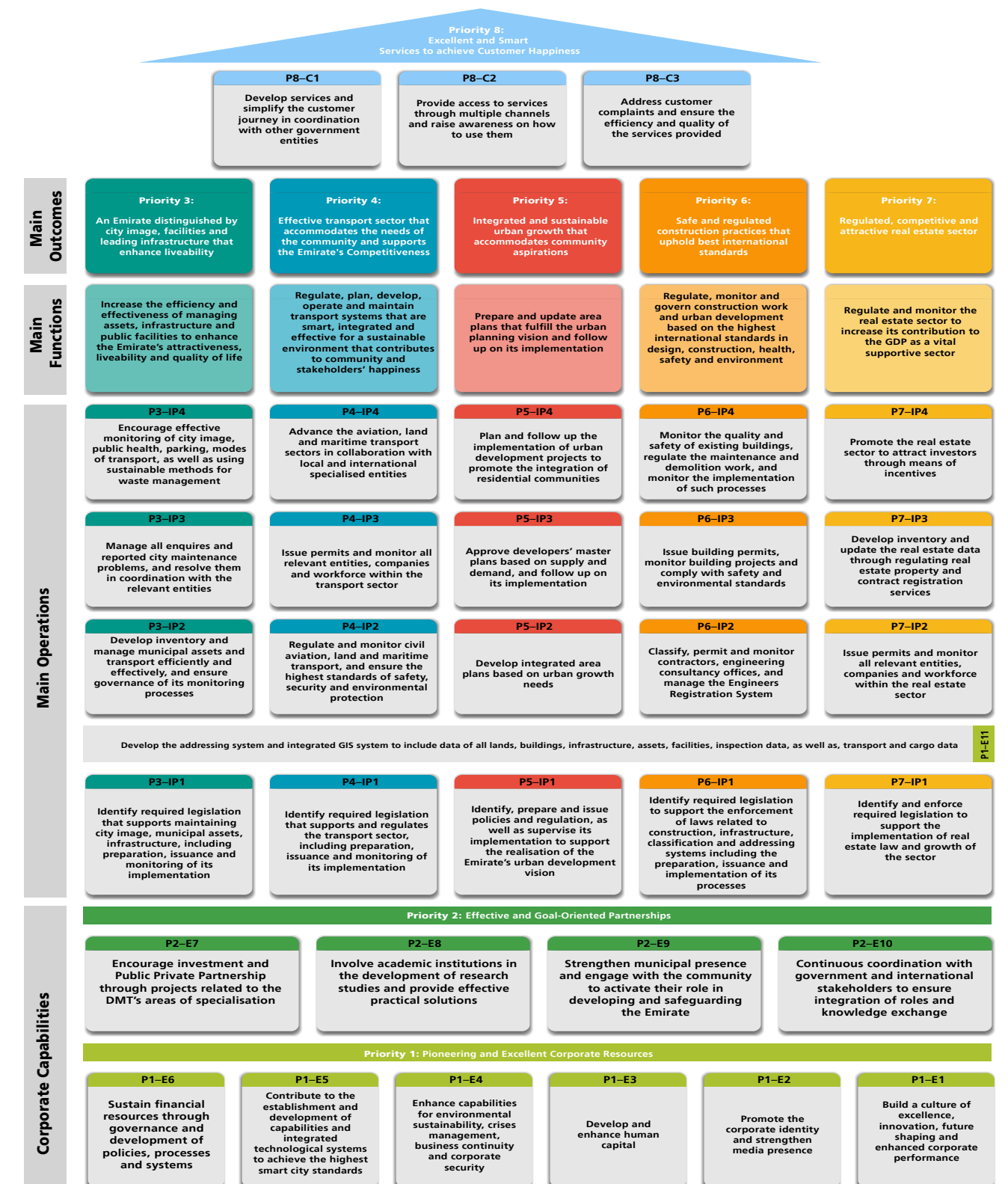
- Promoting a culture of cooperation and partnership between various sectors of society in Abu Dhabi.
- Create a pioneering model for an active and responsible society in accordance with an integrated system of community work that contributes to facing social challenges.
- Promote principles of responsibility, values of tolerance, coexistence, spirit of harmony and synergy.



Strategic Framework

The institutional identity of the DMT is shaped from an architectural viewpoint framed by a promising vision, supporting message, values, ambitious and integral priorities, goals and specific competencies that translate its institutional values and priorities. The DMT pledges to offer the best and the highest level of services to all institutions and individuals, in the Emirate of Abu Dhabi across different sectors, and for partners around the world, by following an approach based on the principles of commitment, transparency, and the highest levels of competitive standards. It also consistently endeavours to contribute to the development of Abu Dhabi - and its advancement - through strengthening its viability, prosperity and development in the urban planning, municipalities and transport sectors, to ensure the DMT becomes a global model that influences the development of strategies and policies.

Strategic Map of DMT and Affiliates 2020 - 2022



P: Priorities | IP: Internal Processes | E: Enables | C: Customers

Objectives 34 | Priorities 8

Corporate Social Responsibility Strategy

Vision

To provide a model in supporting the environment and community of the Emirate of Abu Dhabi by applying international best practices in accordance with the approved standards of corporate community responsibility.



Strategic Trends

Focus on supporting and guiding all departments and sectors of DMT to adopt and support the initiatives and activities are carried out, and include them within the strategic framework of Social Responsibility at DMT. The entity works to increase interaction and highlight the role of operational initiatives and activities in supporting the framework of its social responsibility.



Work Methodology

- Increasing institutional and community awareness of the role of community responsibility.
- Forming internal and external partnerships with departments within the private and public sector to support the Abu Dhabi City community and its environment within the framework of DMT's vision.
- Adopting, empowering and supporting current practices to increase their effectiveness.
- Implementing and updating priority initiatives by supporting the strategy while continuously managing it.
- Creating sustainable initiatives, activating and linking them to the framework of DMT in its various departments and roles.
- Governing Social Responsibility and activating its role through DMT via the Social Responsibility framework.



Corporate Social Responsibility Strategy

Pillars	Priority	Strategic goals
Community 	2nd Priority : Effective and meaningful partnerships 3rd Priority: An emirate known for its public appearance, leading facilities and infrastructure that enhances the lifestyle 4th Priority: An effective transport sector that meets the needs of the community and supports the emirate's competitiveness	<ul style="list-style-type: none">• Enhancing the quality of life in the Emirate of Abu Dhabi.• Promoting interaction and community communication.• Publishing Social Responsibility works.
Environment 	3rd Priority: An Emirate known for its public appearance, leading facilities and infrastructure that enhances the lifestyle. 4th Priority: An effective Transport Sector that meets the needs of the community and supports the Emirate's competitiveness. 6th Priority: Structured and secured buildings that meet best international standards.	<ul style="list-style-type: none">• Promoting practices to preserve the community environment of Abu Dhabi.• Applying global environmental standards.• Promoting the role of environmental awareness for the Abu Dhabi community.
Stakeholders 	2nd Priority: Effective and meaningful partnerships.	Promoting the role of social responsibility with stakeholders in DMT.
Employees 	1st priority: Leading and distinguished institutional resources.	<ul style="list-style-type: none">• Increasing the corporate awareness of DMT with the concept and role of community responsibility.• Support a healthy, safe and stimulating work environment for employees.• Promoting a sense of corporate belonging while participating in community responsibility.

2.9 DMT Strategy Alignment

Our strategy and road map are aligned with plans at a global, UAE federal and Abu Dhabi Emirate level.

	UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS	The Sustainable Development Goals (SDGs) came into effect in January 2016 as a universal call to action to end poverty, protect the planet, and ensure everyone can enjoy peace and prosperity. Each of the 17 Goals has specific targets to be achieved over the next 15 years.
	UAE VISION 2021 and NATIONAL AGENDA	The UAE is on a journey to position itself among the leading countries in the world. This journey will reach its peak with the Golden Jubilee in 2021. To achieve its Vision 2021, a set of national KPIs grouped in six themes has been developed to track progress.
	UAE CENTENNIAL 2071	The plan focuses on human development through educational programmes, especially within the Information Technology and Engineering sectors, promoting the UAE's image and soft power globally, enhancing community cohesion and respect while strengthening Emirati values and ethics and lastly, building a diversified and competitive economy.
	UAE WATER SECURITY STRATEGY 2036	The aim of the UAE Water Security Strategy 2036 is to sustain access to water under both regular and emergency conditions in keeping with national regulations and international standards set by the World Health Organisation. Some of the main targets for the strategy include reducing the demand for water by 21 per cent, increasing the reuse of treated water to 95 per cent and increasing the national water storage capacity up to two days.
	UAE GREEN GROWTH STRATEGY	This strategy is a long-term national initiative to build the green economy of the UAE under the slogan 'A Green Economy for Sustainable Development'. It aims to maintain a sustainable environment to support long-term economic growth.
	Abu Dhabi Award for Excellence in Government Performance	The Abu Dhabi Award for Excellence in Government Performance aims to sustain improvement in the government sector by developing and executing innovative programs and initiatives to ensure a culture of excellence by adhering to its principles and requirements and applying best practices. DMT, strives to achieve this through its framework. It has endeavoured to provide the highest quality government services by adopting international best practices.
	Abu Dhabi Plan and Vision 2030	The Abu Dhabi Plan envisions the future of Abu Dhabi from a holistic and integrated perspective, divided into 9 topics, where each topic sets out key performance indicators for Abu Dhabi that are in line with the DMT's strategy.

2.10 Roles and Responsibilities

Social responsibility framework



Authorities Matrix

Mission	CSR Committee	CSR Responsible Department	DMT Sectors and Departments
✓ Planning and strategising	✓ Approve	✓ Create ✓ Publish	✓ Publish ✓ Align ✓ Feedback
✓ Guiding and supervising	✓ Approve	✓ Create ✓ Publish	✓ Align ✓ Feedback
✓ Initiatives Selection	✓ Approve	✓ Supervise ✓ Create	✓ Create ✓ Credit ✓ Publish ✓ Align ✓ Feedback
✓ Initiatives Implementation	✓ Approve	✓ Supervise ✓ Create	✓ Create ✓ Credit ✓ Publish ✓ Align ✓ Feedback
✓ Reports and Feedback	✓ Approve	✓ Supervise ✓ Create	✓ Publish ✓ Align ✓ Feedback

Creation	System design/regulation/structures, plans or anything related to the administrative work system.
Supervision	Supervising the implementation process in accordance with the plans and objectives developed and agreed with the relevant.
Approval	Approving the regulations and decisions related to the management and management of administrative work.
Publishing	Publishing work systems, policies, resolutions, etc. that enable the implementation of targets and goals.
Alignment	Ensure that management/sector compatibility with CSR management in business and targets before implementation.
Feedback	About outputs, works, achievement rates and other required reports and information.

Roles and Responsibilities



CSR Committee and its role is:
(Governance, mentoring and supervision)

DMT CSR Committee



CSR relative Department and its role is:
(Management planning, supervision, support and training)

CSR relative Division Manager

CSR Section



MT in Departments / Divisions and their role is:
(Implementation and feedback)

Division Manager



Divisions employees



CSR representative in Division



CSR representative in Division and their role is:
(Spreading awareness and confirming the alignment of business and initiatives with the division CSR strategy)

CSR representative in Division

Division 1







Division 2

Division 3

Division 4

Division 5

2.10 Certifications and Awards

 Academic Excellence Dean Award by the American University of Sharjah for Best Master's Research 2008	 Excellence Award in GIS Implementation for building Information Systems 2010	 ESRI President's Award in Executive Management for GIS 2011
 Covet Appreciation Award from Transport Institution 2012	 Award for Best Smart Map 2012	 Job Excellence Achievement Award 2013
 Traffic Impact Study Manual Development Award 2013	 System Development Award for Electronic No-Objection Certification as the Best Global Practice 2013	 Best Program Award for Transport Planning Council 2013
 Award for Excellent IT Design Project 2013	 Products Innovation Award 2014	 International Achievement Award in the International Fire and Security Fair and Conference 2014
 First Position (Green Initiative Category) Gulf Week Award 2014	 Regional Leadership Award 2014	 Best Solution Award for Countering Terrorism in the International Fire and Security Conference 2014
 Transport Department Award for Excellence in Outstanding Joint Working Group Category 2014	 Transport Department Award for Excellence in Administrative Supervision for Individuals Category 2014	 Sheikh Salem Al Ali Al Sabah Informatics Award 2014
 Gulf Traffic Exhibition Award 2014	 Gulf Traffic Exhibition Award for Best Initiative in Parking Management 2014	 Award for Best Mutual Service Provider between Governments and Business Services Sector 2015
 Award for Civil Aviation Innovation 2015	 Excellence Award in Customer Experience (Asia) 2015	 The GCC e-Government Award 2015

2.10 Certifications and Awards

 Award for Best Governmental Services through Mobile Phones 2015	 Award for Best Authority in City Guard cases 2015	 Abu Dhabi Award for Excellence in Government Performance 2015
 Award for Implementing Smart Government Strategies 2015	 Best Worksheet Award 2015	 Award for Best Practice in Transport Design 2015
 Award for Best Infrastructure IT Project in Abu Dhabi 2016	 ESRI Users Conference Award 2015	 GIS Users ESRI Conference Award 2015
 Smart Mobility Award for Best Global Technology Dissemination and Policy Development 2016	 Excellence Award in GIS Application for 3D Virtual Simulation 2016	 Award for Best Government Communications Project (Al Mirsal) 2016
 Special Achievement Award (ESRI) in GIS 2017	 Abu Dhabi Award for Excellence in Government Performance in Administrative Supervision Category 2017	 Evaluator Award for Best Practices in IT 2016
 Award for Best Smart Initiative (Gulf Traffic) 2018	 TomTom Award 2017	 Al Nawayef Excellence Award in Gold Category 2017
 Transport Conference Award in Using GIS 2010-2011-2013	 Excellence Award in GIS Application at GISWORX Conference 2010-2011	 Award for Best Training Initiative (Green Buildings in the MENA Region) 2019
 Excellence Award in GIS Application 2012-2014	 Gold Award for Best Business Processing Applications 2012-2013	 Award for Successful Implementation of GIS 2012-2013
 Dubai Award for Sustainable Transportation 2013-2014-2015-2016-2018	 Award for Best Information Centre Project 2013-2014-2015-2016	



03

SUSTAINABLE DEVELOPMENT



3.1 The DMT and Sustainability

Through its various initiatives in Abu Dhabi, the DMT aims to implement the highest international sustainability standards which have emanated from its strategies and complement Abu Dhabi's Vision 2030 and the vision of H.H. Sheikh Khalifa bin Zayed Al Nahyan, President of UAE, Ruler of Abu Dhabi, all of which are firmly rooted in the ambitions of the late Sheikh Zayed. In line with these initiatives, the DMT directs, organises and inspects the urban development activities. Based on its experience and expertise, the DMT develops and enhances municipal work, providing comprehensive services and higher living standards for residents by supervising and managing the municipalities. The DMT ensures the highest safety, security, sustainability and technological development of the land, air and maritime transportation of the Emirate, while adhering to the highest international standards and UAE legislation.



3.2 Stakeholder Engagement

We appreciate our stakeholders and recognise the major benefits that arise from continuous communication and cooperation with them. Stakeholder engagement is at the heart of our strategic approach as it enables us to constantly improve our performance, services, and initiatives to reflect their needs and expectations, thus ensuring they have the maximum level of satisfaction.

These interactions take place through numerous initiatives and channels including satisfaction surveys, roadshows, joint ventures and collaboration with government authorities on regulatory priorities as described throughout this report. To ensure effective communication, these channels occur on a regular basis.

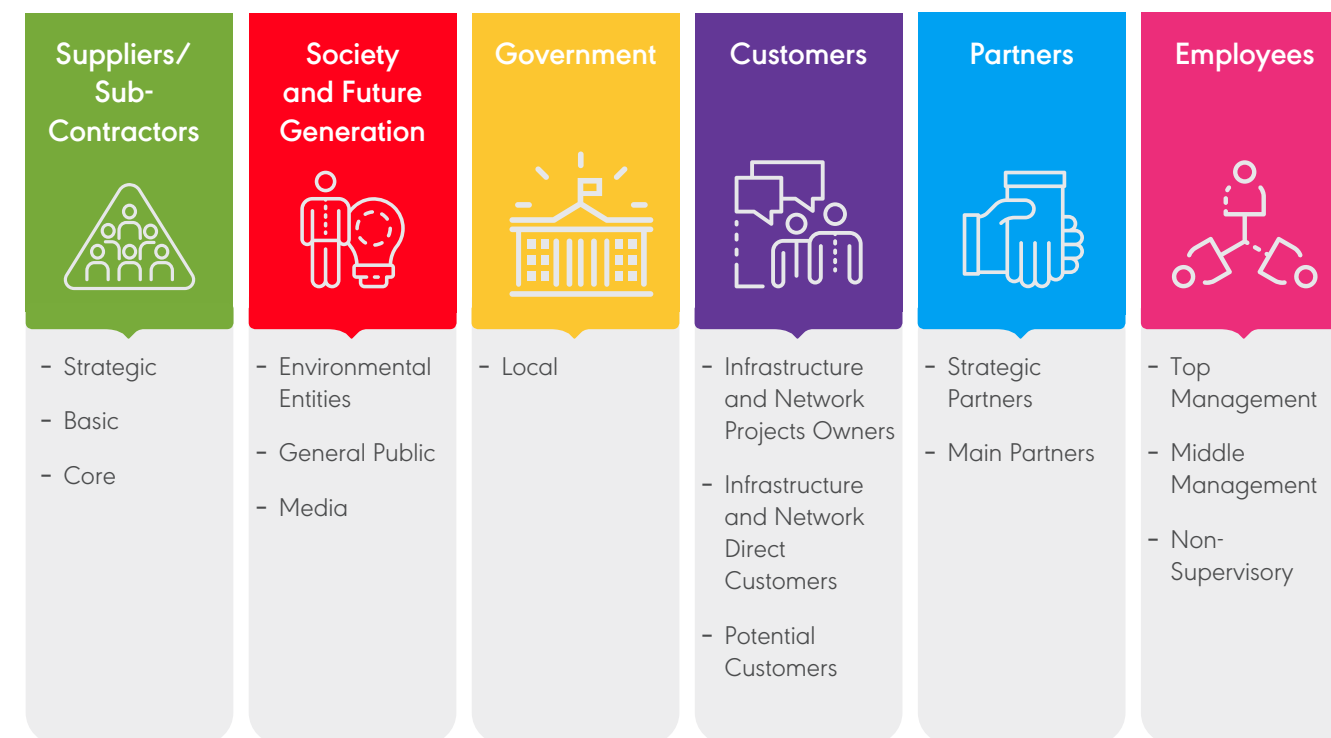
Our stakeholders are involved in the materiality analysis process as per the GRI Reporting Standards and their feedback is also acknowledged in the review of our annual corporate strategy planning.

Through our stakeholder management framework, we aim to identify the methods of delivering the best and most inclusive engagement to ensure valuable outcomes, in alignment with the principles of the Global Reporting Initiatives' Sustainability Reporting Standards. Our key strategic objectives relating to our stakeholders include:

- 1. Workshops** → Organising stakeholder engagement workshops for our key stakeholder groups.
- 2. Propositions** → Defining a compelling, overarching value proposition for each of our stakeholders.
- 3. Needs** → Managing and responding to stakeholders' needs and expectations.
- 4. Opportunities** → Seeking new opportunities through multi stakeholder partnerships to advance sustainable development.
- 5. Initiatives** → Establishing community-based initiatives that benefit Abu Dhabi and the UAE.

3.3 Stakeholder Analysis 2019

Our stakeholders have been identified through a stakeholder prioritisation exercise, ranking them in terms of 'dependence' (importance of the relationship for the stakeholder), and 'influence' (importance of the relationship for DMT). The Strategy Department is responsible for reviewing the list on an annual basis and updating it if necessary, as well as ensuring that DMT's strategic plan includes fulfilling the needs and expectations of prioritised stakeholder groups.




3.4 Our Commitment for a Sustainable Future

At DMT, we are committed to improving our sustainability performance and therefore we have set the following commitments for sustainable development:




3.5 DMT Stakeholders' Engagement Activities



Inform

One way process of providing information to stakeholder


- Awareness sessions
- Marketing campaigns
- Media events
- Corporate strategy presentation sessions
- Road shows
- Incentive programmes
- Student visits



Consult

Stakeholder asking questions and organisation providing answers


- Satisfaction surveys for all stakeholder groups
- Written and verbal communications
- Supervisor interaction
- Direct customer feedback
- Topic-specific surveys



Involve

Two-way engagement and learning but stakeholders act independently


- One-on-one meetings
- Supplier engagement
- Seminars
- Customer suggestion schemes
- Various programs
- Mystery shoppers



Collaborate

Joint learning decision making and actions

- Sustainability stakeholder workshops
- Joint ventures
- Public Private Partnerships









Empower

Stakeholders play a role in governance

Actively supporting government policy and regulation

3.6 Stakeholder Needs and Expectations

At DMT, we engage with our stakeholder groups in a variety of ways, adopting both a consistent and transparent approach. The following table shows the most important needs expressed during our engagement activities for each stakeholder category.

Stakeholder Category		Needs and Expectations
	Government →	<ul style="list-style-type: none">- Aligning with national development plans and programmes- Commitment to good citizenship- Regulatory compliance
	Customers →	<ul style="list-style-type: none">- Quality safety and cost-effectiveness of service- Ethical business- Reducing the environmental impact of organisation activities
	Employees →	<ul style="list-style-type: none">- Secure working environment- Competitive salaries- Ethical behaviour- Career progression and recognition- Non-discrimination and equal opportunities- Investment in professional development
	Partners →	<ul style="list-style-type: none">- Sharing best practices- Continuous and systematic dialogue and engagement- MoUs to collaborate on issues
	Society and Future Generation →	<ul style="list-style-type: none">- Transparency and effective communication- Raising awareness on sustainability issues- Supporting social and cultural initiatives- Management of environmental impacts of organisation activities
	Suppliers →	<ul style="list-style-type: none">- Supplier qualification based on cost and quality including environmental and social assessment- Transparent procurement processes- Profitability

3.7 Materiality Matrix

One of the fundamental guidelines of the Global Reporting Initiative (GRI) is the concept of materiality. An organisation is required to report on matters, which have the most significant economic, environmental, and social impact, or ones viewed as most significant by its internal and external stakeholders. The assessment helps to understand the sustainability landscape, focus and work across the business, which is deemed top-priority, as well as the advantages of conducting a physical evaluation that includes the following:

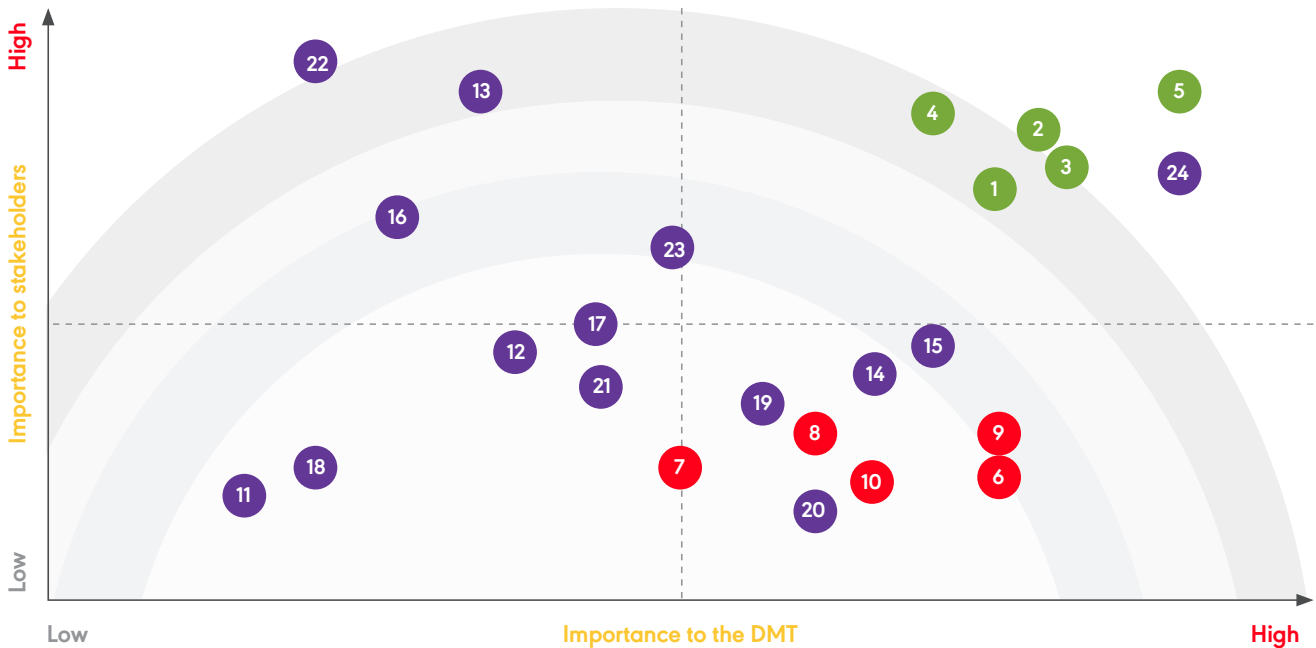
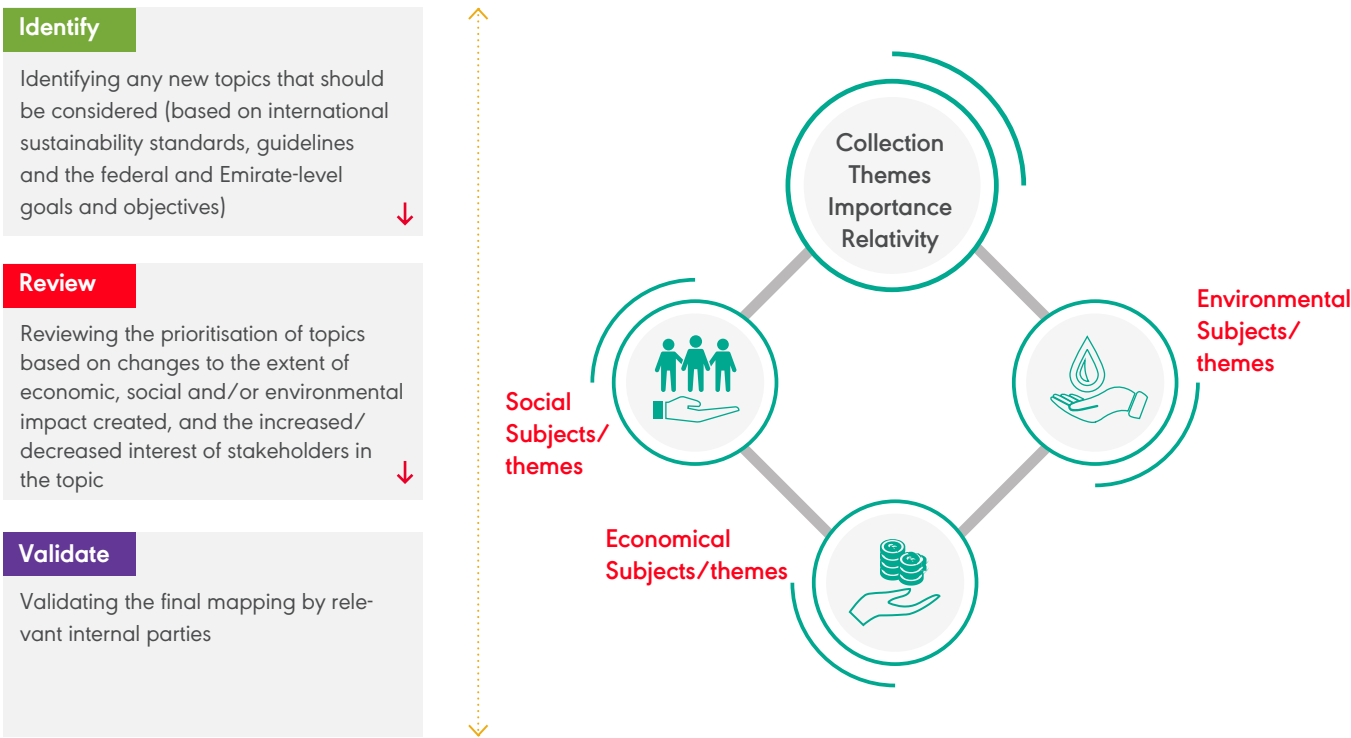
- Focus efforts to better allocate limited resources
- Integrate sustainability issues into the core business strategy
- Satisfy stakeholder requests
- Anticipate emerging issues
- Provide a basis for developing performance measures.

To identify this year’s report topics, and in line with the GRI Standards, all topics have been classified into three categories:

→ Economic (blue), Environmental (green) and Social (orange).

Each category has been assessed based on their relevance to both stakeholders and the DMT.

The horizontal axis shows the importance of topics to the DMT, while the vertical axis shows the importance of topics to stakeholders. The boundaries for each material aspect can be found in Appendix 1.



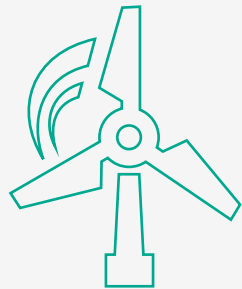
<div></div> <div>Environmental</div> <div><div>1. Pollution prevention</div><div>2. Prevention of global warming</div><div>3. Sustainable consumption and land use</div><div>4. Preservation and restoration of ecosystems and the natural environment</div><div>5. Respect for future generations</div></div>	<div></div> <div>Social</div> <div><div>6. Community rights</div><div>7. Development impacts</div><div>8. Society development</div><div>9. Community involvement</div><div>10. Philanthropy</div></div>	<div></div> <div>Economic</div> <div><div>11. Fundamental labour rights</div><div>12. Occupational health and safety</div><div>13. Dignified working conditions</div><div>14. Human resources development</div><div>15. Inclusiveness</div><div>16. Ethical conduct</div><div>17. Disclosure of information</div><div>18. Respect for rule of law</div><div>19. Accountability</div><div>20. Promotion of ethical and transparent activities</div><div>21. Promotion of free competition</div><div>22. Application of fair and ethical supply and after supply practice</div><div>23. Respect for intellectual and to property rights, and respect for users interests</div><div>24. Fight against corruption</div></div>
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3.8 DMT And UN Global Impact

The United Nations Global Compact is the largest corporate sustainability initiative in the world, with more than 13,000 corporate participants in over 170 countries. The Global Compact is based on 10 fundamental principles relating to human rights, labour, environment and anti-corruption. We are committed to these principles, which are integrated in the policies and processes of the organisation. The DMT uses the 2019 Sustainability Report as its communication on progress

for the UN Global Compact (UNGC). Throughout the report, there is information related to our social and environmental practices, which underline our commitment to the Global Compact. The following table lists the compliance of DMT with the ten Global Compact Principles, by referring to the relevant chapters and GRI indicators of the Sustainability Report.

Our approach towards aligning our strategies and operations with the SDGs include:



- 1. Acknowledge and affirm the importance of the SDGs.
2. Identify the SDGs of greatest relevance.
3. Align company strategy to the SDGs.
4. Build capacity and embed SDGs into decision-making processes.
5. Report publicly on progress.

3.9 DMT AND SUSTAINABLE DEVELOPMENT GOALS

The Sustainable Development Goals (SDGs) provide a global blueprint for dignity, peace and prosperity for people and the planet, now and in the future. They address the global challenges we face, including those related to poverty, inequality, climate, environmental degradation, prosperity, peace and justice.

Three years into the implementation of the 2030 Agenda, countries have shown tangible progress in utilising this shared vision into its national development plans and strategies. Achieving these goals will be both a unique opportunity and profound challenge. With businesses, contributing nearly 60% to global GDP, the transition will be impossible without their active participation.



The 10 Principles of the UN Global Compact	The Sustainable Development Goals (SDGs)	Material Topics	Reference on the Sustainability Report or Description of the Management Approach	GRI Standard Indicator
Human Rights				
→ Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights		Occupational Health and Safety	Chapter 1 Full compliance with relevant federal and local legislation and international conventions. Social accountability policy, Governance policy	102-8 102-16 102-18 403-1
→ Principle 2: Businesses should make sure they are not complicit in human rights abuse			Chapter 1 Full compliance with relevant federal and local legislation and international conventions. Social accountability policy, Governance policy	102-8 102-16 102-18 403-1

Labour				
→ Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining		Socio Economic Compliance Occupational Health and Safety	Chapter 1, 7 Full compliance with relevant federal and local legislation, and international labour standards worldwide. Social accountability policy	102-41 403-1
→ Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour		Training and Education	Chapter 1, 7 Full compliance with relevant federal and local legislation and international labour standards worldwide. Social accountability policy	419-1
→ Principle 5: Businesses should uphold the effective abolition of child labour		- Diversity - Equal Opportunity	Chapter 1, 7 Full compliance with relevant federal and local legislation and international labour standards worldwide. Social accountability policy	419-1
→ Principle 6: Businesses should uphold the elimination of discrimination in respect to employment and occupation		Non-Discrimination	Chapter 1, 7 Full compliance with relevant federal and local legislation and international labour standards worldwide. Social accountability policy	404-1 405-2 406-1

Environment				
→ Principle 7: Businesses should support a precautionary approach to environmental challenges.		- Energy - Water	Chapter 4 Full compliance with relevant federal and local legislation. Sustainability policy	102-11
→ Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility		- Emissions - Effluents and Waste - Environmental Compliance - Supplier Environmental Assessment	Chapter 3, 4, 5 Full compliance with relevant federal and local legislation. Sustainability policy	201-2 302-4 303-3 303-1 303-2 305-5 306-3 306-5 307-1 308-1 308-2
→ Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies		- Procurement Practices - Innovation - Research and Development	Chapter 3, 4, 5 Full compliance with relevant federal and local legislation. Sustainability policy	R&D

Anti-Corruption				
→ Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery		- Values - principles - standards - Norms of behaviour	Chapter 1 Full compliance with relevant federal and local legislation, Whistle Blowing policy, Conflict of Interests and Non-Disclosure of Information Regulation, Code of conduct	102 - 16



04

ENVIRONMENTAL IMPACT

4.1 Clean Water and Hygiene



General Overview

In line with Abu Dhabi Plan, Abu Dhabi's Vision and UAE's Vision 2021 to preserve water resources, the DMT and its associated bodies seek to find solutions in several ways to use clean and renewable energy while desalinating water, improve living standards, ensure economic prosperity and reduce the pressure of water resources due to growing populations.

→ Nine major desalination plants provided an average of 960 million gallons of fresh water across Abu Dhabi per day in 2019



Initiatives, Projects and Activities

The DMT and its associated bodies work on implementing a plan to reduce the water used in gardens, parks, and entertainment regions through:

- ✓ Developing and improving irrigation systems
- ✓ Relying on plants from the local environment which consume less water
- ✓ Reducing green landscapes
- ✓ Implementing maintenance programs and renovating the existing ones.
- ✓ Reducing the consumption of desalinated water in beautification projects and substitute it with treated wastewater.



→ Sign an agreement with the Health Department, which aims to develop and strengthen strategic collaboration and cooperation in the matter of judicial inquiries about cases of waterborne diseases in public places. The objective would be to focus on treating the causes in order to control its spread between the individuals of the community, by:



1. Taking all measures to inspect and control public water after receiving communication from the health department about the public waterborne diseases



2. Inspecting the geographical location of the suspected polluted water by the concerned municipality and take all required preventive measurements to contain the public water location



3. Providing the health department with a report of the final measures taken regarding this matter after receiving lab analysis results of the samples



4. Providing the health department with a report of the tested sample water in the lab, which shows public water polluted with waterborne diseases through routine check-ups



5. Connecting electronically with the Department of Health systems, which are being prepared to transfer communications to the concerned municipality and to share the results of the lab tests either of the routine check-ups or the suspected waters to specify and implement the preventive and proactive initiatives.



→ Strengthen the water efficient consumption program and prioritise water uses in cooperation with the Environment Agency - Abu Dhabi to minimise the use of groundwater to 80% by 2030. The program includes:

1. Research study programs to specify the water needs (The Khab, Al Dahas and Al Salamat experiences)

2. Implementation, which is approved by the Environment Agency - Abu Dhabi for the optimal water amounts used in forest irrigation

3. Modifying the current irrigation programs that shall be commensurate with results of the research programs

4. Continuity of the current and futuristic scientific experiments associated with the optimal amounts used in irrigation and the use of solid waste from the treated wastewater in Al Salamat forest in the eastern region and the Khab Al Dahas in the western region

5. Analysing the qualitative data and groundwater levels in forests and issuing recommendations on the use of groundwater or raise its efficiency in forests annually (groundwater inspection in forests report)
6. Holding an experimental project to install meters in some forests

7. Organising the use of groundwater in forests through implementing the following programs:

→ Count the number of ground reservoirs in forests and classify it according to its conditions, and update the count every two years on whether or not it has been used.

→ Count the reservoirs that will be substituted or maintained annually.

→ Count the unused groundwater reservoirs, which follow the forests and put plans in place for safe disposal through landfilling according to the conditions and standards established by the Environment Agency - Abu Dhabi.

8. Rationalising the water consumption program from the desalinated water for irrigation purposes in Al Jarf forests, where it has a reduction of more than 70% throughout four years

9. Installing meters on all water resources if possible
10. Prioritising the use of treated wastewater in forest irrigation to preserve the sustainability of the groundwater reservoir through continuing the following programs:

Project	From	To	Amount
Delivering the treated water	Al Wathba	Forests in the middle region	-
Use of the produced treated water	Gayathi Station	Forests close to Al Ruwais station	15,000 m3/day

→ Calculate the amount of treated water used in irrigation in cooperation with a contractor by preparing an annual statistical report to calculate the amounts of water used in forest irrigation generally and the percentage of treated water in it.



Challenges

- Demand for water is expected to rise to about 5 billion m3 by 2030 which will require extensive efforts by government entities in Abu Dhabi
- High cost for desalinating sea water
- Climate change and the rise of the temperatures
- Geographical nature of the region and its effect on the water
- Scarcity of groundwater and natural water resources

4.2 Clean energy with reasonable prices



General Overview

The DMT works on several pioneering initiatives that are aligned with the strategy of Abu Dhabi Government to manage the demand and efficiency of energy. By taking a comprehensive and unique approach that connects all elements in coherent programs, the DMT makes a valuable contribution to strengthen the efficiency of energy alongside

its strategic partners and supporters. The collective aim is to reduce energy consumption, diversify the mix of energy products, support its efficiency and establish a system of reliable and sustainable energy for the future.

- Number of workshops in 2019: 10
- Number of participants: 266








Initiatives, Projects and Activities

- Launch of Estidama, which is the first program of its kind in the Middle East. Through its Pearl Rating System (PRS), Estidama ensures developments adhere to sustainability requirements in its different design and operation phases. This has and will continue to contribute to preserving water and energy levels in a feasible percentage that reaches savings of up to 45% of water consumption and 55% of energy consumption.
- Offering ongoing Estidama training workshops, considered the first of its kind, to evaluate the level of sustainability in all buildings and residential complexes. The workshops include technical training and the required criteria needed when presenting developmental projects for evaluation according to the PRS. The system aims to establish a group of measurable instructions to evaluate the performance of sustainability of communities, buildings, and big developmental projects of villas through the four pillars: economy, environmental, social and cultural.
- The PRS evaluates projects in phases, which cover assessment of comprehensive development procedures, natural resource systems, residential buildings and complexes, water energy resources and innovative practice.



The PRS applies to:

General buildings, offices, business stores, multiuse buildings, schools, multi building resident complexes with over 1,000 residents, and projects with up to 30,000 residents (the PRS requires assessments to be broken down into several individual buildings with separate requests for each one).

Category	Number of projects evaluated	Total number of projects
 General buildings design phase	169	206
 Villas design phase	32	2227
 Residential complexes design phase	2	-
 General building construction phase	60	78
 Villas construction phase	18	994



- Distribution of instructions booklets for villa owners on how to implement green buildings standards. The booklet also includes the environmental benefits across the construction phases, including efficient use of energy, better air quality and better natural lighting.
- Launch of roadway lighting project, which is one of the most prominent sustainable infrastructure projects that substitutes traditional roadway lighting with smart lighting in Abu Dhabi roads. This project will contribute to the reduction of energy required for lighting roads and public places by 60% during the next 20 years and will decrease CO2 levels by about 75% to make Abu Dhabi one of the world's best cities in sustainable roadway lighting.
- Energy efficiency and environment preservation: Using solar energy to light indoor parking of buildings.



Challenges

- The level of clean energy used in Transport Sector is still low
- Increases in temperatures mean the increase of energy consumption
- Rapid growth of population.



4.3 Climate Actions



General Overview

In accordance with UAE Government priorities, of which climate change is one of them, the DMT addresses and manages the direct and indirect causes of climate change by coordinating with persons of concern to tackle this local and global challenge.



ACHIEVEMENTS AND PERFORMANCE HIGHLIGHTS 2018

<p>100% recycled paper is used</p>	<p>71% of taxis are hybrid, Compressed Natural Gas (CNG) or electric</p>	<p>51% decrease in vehicle petrol consumption from 2017</p>	<p>The DMT has fully updated its Environment Management System according to the ISO 14001:2015</p>
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Initiatives, Projects and Activities

Reducing the impact of climate change is one of the DMT's top priorities. Having looked at current and future factors of climate change, the DMT has researched how to mitigate its harmful effects on developments and communities across Abu Dhabi.

The plan that contributes to limiting the climate change factors both directly and indirectly has led to:

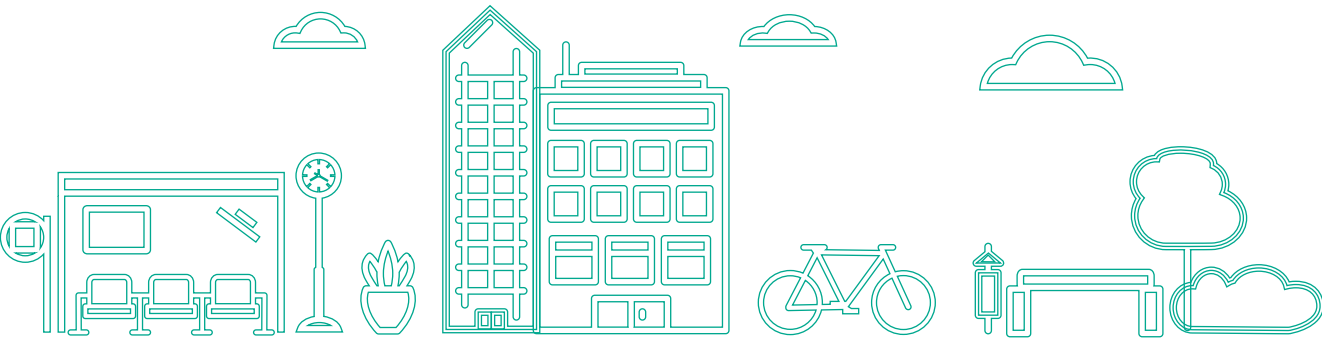
→ Awareness of climate change and the need to take individual and group actions, which can decrease CO2 emissions. In 2019, the DMT applied enhancements through its plans, manuals and guidelines. The expert authority also led the 10th World Urban Forum (WUF10) in the first quarter of the 2020, as the first Arab city to host the prestigious event. Its aims are to:

- Hold dialogue assemblies that discuss several pivotal issues, which aim to strengthen participation in achieving the Sustainable Development Goals (SDGs). Dialogues included a focus on sharing ideas from youngsters on ways to combat climate change and encourage action on its global policies.
- Launch of a worldwide design competition called "Cool Abu Dhabi" which supports sustainable urban development to reduce climate change with creative designs. The competition encouraged innovative designs from all creative thinkers like designers, architecture engineers, landscaping engineers, material scientists, teachers, researchers, and artists across the world. With a specialised committee of experts in fields like sustainable design and sustainable architecture design, the DMT will choose the best 10 creative designs. The new designs should tackle the heat island effect in public areas in Abu Dhabi. They should incorporate the use natural sunlight in their designs and consider the relative use of mechanical and electrical systems to achieve the feeling of a restful place. The award allocated for the 10 winners is a total of \$100,000 (367,000 AED), of which \$10,000 is given to each of them.
- Initiation of all transactions through digital platforms, which have been developed for individuals and companies. These include "SmartHub", "Tawtheeq" and many others.



→ The use of modern technologies which saves energy, natural resources and is resilient to extreme climate change, has been achieved through the digital initiatives of DMT and its associated entities, which involved:

- Reducing the cost of fuel consumption when travelling and parking, by avoiding potential risks of reaching low levels of fuel in vehicles. This has contributed to saving about 50 million AED annually.
- Reducing transport, which led to saving 1.66 million hours of driving.
- Lowering environmental pollution to about 5.6 thousand tons of CO₂ emissions by reducing printing of transaction papers to about 9.91 million papers, as well as decreased numbers of visits to DMT service centres, reducing about 96 million AED of working hours annually.
- Launch of a new development initiative and implementing new strategies to increase number of low emission vehicles.
- Establishing an initiative, which includes development and beautification of urban areas, shading projects, and ways to enhance the weather to reduce temperatures and increase the outside roaming areas.



→ Participation in initiatives/events related to the environment, confirming the DMT's commitment to uphold sustainable standards, preserve the environment and tackle the climate change phenomena. They also raise awareness on preserving energy, reducing fuel consumption and emission of greenhouse gases as well as the importance of preserving the environment with less pollution to ensure a safe, stable and healthy environment. The initiative/events include :

- **Earth Hour on March 28 each year**, where DMT and its associated entities in cooperation with its strategic partners have participated in switching off the lights of its buildings, centres, facilities and others assets that belongs to DMT, for one hour between 8.30pm to 9.30pm.
- **World Environment Day on January 5 of each year**, which involves DMT and its associated entities raising awareness about significant environmental issues.
- **Afforestation Day initiatives**, which have led the DMT and its associated entities to organise events coinciding with Afforestation Week. The events aim to raise awareness among school students and individuals about the importance of afforestation for the environment and encourage all age groups to preserve agriculture and adopt values of social responsibility. Through the participation of many schools and neighbouring residents in different regions of Abu Dhabi, many seeds have been planted in parts of the participating schools. Guidance has been given on how to plant different kinds of seeds, how to take care of them and acknowledge its environmental importance as well as the general improvement of its appearance. The events have also included the distribution of seeds to residents, to encourage growing them in their houses and enhance the appearance of gardens.



Challenges

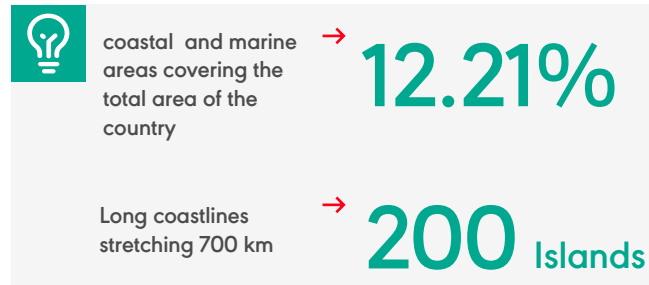
- Importance of approving innovative and actionable solutions in the short-term to reduce impact of climate change, and adapting to them to reduce its impact on the health and wellbeing of communities as well as the overall environment.
- Achieve clear targets to help Abu Dhabi communities avoid risks of pollution.
- Specify clear operational steps that support a comprehensive strategy for the environment and climate at a country level.

4.4 Life Under Water



General Overview

Decision makers at the DMT and its associated entities, vigorously pursue environmental updates, especially those related to the marine and coast of Abu Dhabi due to its connectivity, economic and social activities. The DMT, along with cooperation of its strategic partners, protect maritime resources according to the standards and practices applied globally to reach goals and desired target percentages.



Initiatives, Projects, and Activities

The DMT and its associated entities, in collaboration with concerned parties and especially those responsible for planning, developing the economy and construction, take into account aspects of protecting the marine environment, countering pollution and reducing consumption of natural resources. This includes, establishing economic and social plans and implementing them to protect the biological diversity and preserve the quality of life and natural heritage of Abu Dhabi to ensure a suitable future. These initiatives, projects and activities include:

Enhance access, visit and protect natural reserves which started (since 2019 to 2021), allowing visitors from various communities to be closer to the rich biological diversity of Abu Dhabi. This has a positive impact on raising awareness about the importance of preserving the marine life, for which all individuals and communities are responsible. The DMT has also laid a framework to protect the marine environment from pollution, ensuring the implementation of existing legislation in this matter and issue required communications, to sustain the life under water by the following:



1. Protection of the country's coasts, beaches and ports from all kinds of pollution. → Hunting, killing, or harming marine creatures or doing activities that lead to their demise.
2. Protection of marine life and its living and non-living natural resources through preventing, limiting and controlling pollution regardless of its source. → Bringing any foreign organisms into the protected area.
3. Protection of drinking water, underground water, and development of water resources. → Polluting the water, soil, or air from the protected area.
4. Total prohibition on authorised parties if safety procedures have not been adopted during excavations and extractions in oil and gas within onshore and offshore fields. This involves disposal of polluting substances resulting from digging, exploring, testing, or producing it in the water's environment, in order to prevent contamination of the water. The authorised parties are to dispose of waste and polluting substances using the available modern technical systems and according to conditions in the agreements, and regional and international approved protocols. → Military manoeuvres and firing practices.
5. Total prohibition on all maritime transport means that discharges or disposes oil or mixtures of oil in the marine environment, regardless of its nationality or registration status in the UAE. → Setting up establishments, buildings, constructing roads, driving vehicles, or practicing any agricultural, industrial, or commercial activities in the protected areas without a permission from the concerned authorities.
6. Prohibited works and activities in the reserved regions, which can result in damaging or deterioration of the natural environment, harming marine life or impacting its aesthetic value include: → Quality and efficiency of coordinating with the concerned activities.

Challenges

- Quality and efficiency of coordinating with the concerned activities.
- Providing specialised technicians when required due to many projects held simultaneously.

4.5 Life in Land



General Overview

Abu Dhabi is considered the biggest of the seven Emirates in terms of the total area of UAE, with its sandy desert taking up the majority, and where many different species of animals and plants live.

Aligned with Vision 2030 to achieve economic growth while preserving the environment, the DMT strives to strengthen sustainable use of vital resources in collaboration with strategic partners. Its policies, plans and strategies aim to counter deforestation and preserve the land environment and its diverse biology in Abu Dhabi to benefit future generations.



Initiatives, Projects and Activities

↓ Reduction of invasive species program in forests, which has started in January 2018 in collaboration with the Environment Agency - Abu Dhabi which includes the role of DMT, as follows:

1. Assume all executive tasks within existing financial resources to determine all non-native species in forests and disposes of them.

2. Establish mechanisms to activate procedures to carry a study that updates the technical conditions regarding development projects so the mechanism dealing with non-native plants in development projects is changed.

3. Implement technical conditions regarding development
- projects so that the condition stating the transfer of non-native plants is cancelled after acquiring the approval of the Executive Council to be communicated to other authorities.

4. Continue collecting missing information with forest data through a committee to be formed for this purpose by the concerned authorities, and among this information is the type and number of trees.



↓ Diversification on the uses and activities in forests, which began in January 2018 and is based on:

1. Using the forests in ecotourism activities.

2. Using the forest to produce forage crops and economic yield crops.
3. Marketing the surplus of wildlife in forests.

4. Raising awareness by organising trips for schools, universities, research authorities and charitable societies.

→ Development of the management structure for maintaining and operating forest contracts, approving an organisational structure, developing inspection programs by annually reviewing and inspecting the maintenance and operational contracts and developing financial aspects.

→ Responsibilities and task evaluation programs (i.e. evaluating forests) starting from January 2018 by setting a practical framework and acquiring the required approvals for future decisions in rationalising areas and forest scopes in Abu Dhabi. This is based on studies of classifications and evaluation of forests in collaboration with the Environment Agency - Abu Dhabi.

↓ Continuing to raise the status of civil and electromechanical assets of forests and to reduce negative impact from old or dilapidated assets by:

1. Developing preventive maintenance of asset programs in forests and activating inspection procedures, as part of operational tasks for managing maintenance and operational forest contracts.

2. Targeting the main assets responsible for rationalising the use of water to achieve goals associated with appropriate consumption of water in forests. This is achieved by implementing projects to rehabilitate assets
- after acquiring the approvals and financing required.

3. Continuing with the implementation of projects and programs to install electrical power and solar energy to locations operating with diesel generators.

4. Rehabilitation of assets of water resources like reservoirs water wells, irrigation systems and other assets, and entering new assets under the forest assets.

→ The sustainable management program for wildlife herds in forests started in January 2018 in collaboration with the Environment Agency - Abu Dhabi. The DMT's role is supervising all operation procedures to save sustainable management standards for wildlife herds in forests and reach the current herd numbers in forests to 20% in three years, while focusing on genetic diversity and native species through:

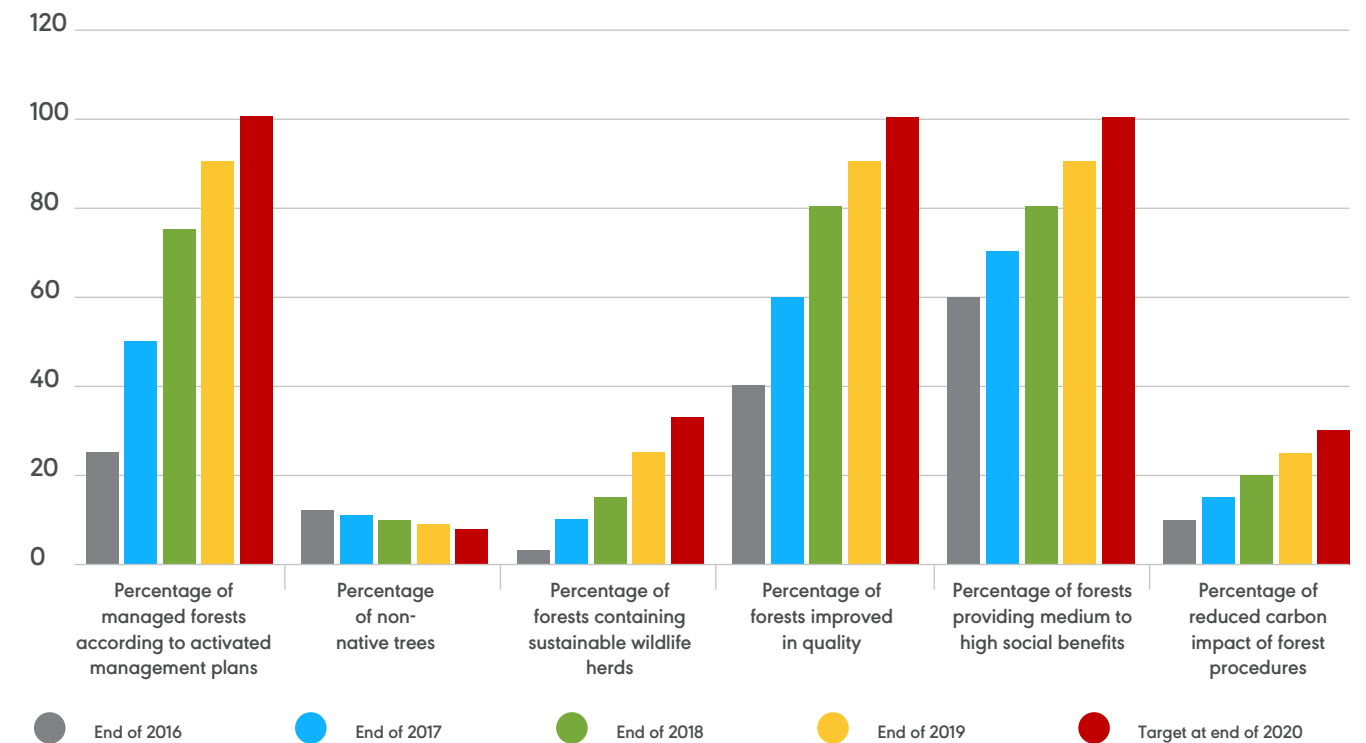
1. Establishing plans regarding the implementation of species' segregation procedures among wildlife herds in the forests.
2. Establishing plans for producing meat from surplus animals in the forests and making sure the work progresses in the interest of established targets through field selective supervision, after applying the administrative and financial procedures

→ Forest management program in wildlife protected areas, which started in January 2018. It aims to organise management of forest procedures located in protected areas, which are managed by Environment Agency - Abu Dhabi through:

1. Organising no-objection permits for development projects in forests located inside protected areas.
2. Development plans for forests within protected areas or independent forests.
3. Feasibility to remove any trees or parts of forests within protected areas if it conflicts with management of protected area procedures like non-native trees or landscapes.
4. Organise entry permits to protected areas.
5. Prohibiting the planting of any non-native plants within the protected areas.
6. Taking into consideration some special seasons within the protected areas, such as Houbara birds mating season in Houbara protected areas as well as Houbara release locations, which support the International Fund for Houbara Conservation. This involves special procedures during the mating season, where heavy machinery and construction in these areas are prohibited during this time.
7. Establishing approval procedures when bringing in any new type of animals inside the protected area.
8. Continuing to provide irrigation water to agriculture outside the scope of forest contracts, even if it is irrigated from the same water under forest contracts (Houbara agriculture and nurseries under protected areas management). This will ensure the successful maintenance of agriculture without impacting future ones.

→ Forest information program which started in January 2018, involves:

1. Annual update of forest information in addition to preparing an annual report for the approved contractor of forest management.
2. Issuing a forest atlas at every update.
3. Watching levels of underground water and keeping a permanent record of underground well levels, which has been chosen for inspection. Wells in all forests and regions of the Emirate is carried out by:
 - Measuring the type of salinity of underground water and keeping a permanent record of the information for all working wells and inspection wells in all forests and regions of the Emirate. This is where the timings of taking readings and methods of measurement will be selected and recorded.
 - Preparing a periodical semimanual report comprehensive of all readings like levels, type and measurements of water used.





05

SOCIAL IMPACT

5.1 Eradicating Poverty



General Overview

With its comprehensive policies and strategic vision, the DMT is achieving cohesion in communities as it strives for sustainable economic growth across Abu Dhabi. With a collective ambition to achieve Abu Dhabi's Vision, the DMT is strengthening its commitment towards social responsibility, collaborative partnerships across the UAE, strengthening social integrity between communities and ensuring that no person is left behind.

Initiatives, Projects and Activities

→ Al Meer Service launches a successful campaign in 2019 to promote the service for subsidised goods for Abu Dhabi citizens. It aims to introduce the possibility of directly obtaining subsidised goods from co-ops with ease and convenience, by:

1. Providing big amounts of basic goods and other necessary goods in co-ops in Abu Dhabi.
2. Improving services offered to citizens and supporting food security contributions in the Emirate.
3. Widening the scope of high quality services being offered to ensure goods can be obtained from branches closest to its citizens, saving them time and effort.



→ Visiting Mrajeeb Al Fuhood refugee camp, a DMT social initiative, which strives to consolidate the spirit of voluntary work with the objective of providing:

1. Development ideas for the camp, according to their expertise in sustainable urban planning.
2. Technical support, engineering consultations, inspection of the camp buildings and its facilities and identifying the wellbeing of Syrian refugees in the camp.
3. Fun and social competitions to bring joy to students at the camp and award them for their outstanding performance, as well as present them with gifts.

The "Rehla" campaign

This aims to support and encourage residents, workers, and visitors in Abu Dhabi to acquire smart and sustainable travel behaviours, e.g. the government supported the bus fare with 100 million AED annually.

Supported goods and food items

Through the work of DMT's three regional municipalities, government supported goods and food items were sold to more than 100,000 families during 2019 in Abu Dhabi.

Food commodity indices ↓



دائرة البلديات والنقل
DEPARTMENT OF MUNICIPALITIES
AND TRANSPORT
بلدية مدينة أبوظبي
ABU DHABI CITY MUNICIPALITY



63,631
Registered families



55,748,579.56
Total sales



دائرة البلديات والنقل
DEPARTMENT OF MUNICIPALITIES
AND TRANSPORT
بلدية مدينة العين
AL AIN CITY MUNICIPALITY



55,341
Registered families



154,281,851
Total sales



دائرة البلديات والنقل
DEPARTMENT OF MUNICIPALITIES
AND TRANSPORT
بلدية منطقة الظفرة
AL DHAFRAH REGION MUNICIPALITY



5,975
Registered families



952,895
Total sales

Mraigib Al Fohood Camp Visit ↓



Participants

14

8

DMT

2

ADM

2

AAM

2

DRM



5.2 Healthcare and Welfare

General overview

Since its establishment, the DMT aims to strengthen good health and wellness across communities in Abu Dhabi. Its initiatives encourage individuals to embrace active and social lifestyles in the Emirate. This includes, raising awareness in several primary and secondary schools to ensure everyone enjoys a healthy lifestyle and empowering individuals to contribute to sustainable development processes, which Abu Dhabi is carrying out in various areas.



ACHIEVEMENTS AND PERFORMANCE HIGHLIGHTS 2018


100%

100% of bus shelters are air-conditioned


98%

98% of buses running on time – our best performance to date


16%

16% decrease in bus passenger complaints per 100,000 passenger trips

Initiatives, Projects and Activities

Initiatives in Abu Dhabi are having a positive impact on health and wellbeing in our communities.

→ These include:

1. Renovating and establishing a total of 20 gardens and green landscapes to increase the community's wellbeing.
2. Beautifying public places by inviting international artists to enhance the general appearance of the city.
3. Enhancing the aesthetic quality of transport networks, as well as improvements to urban mobility within the Emirate.
4. Urban spacing and enhancing its appearance with increased numbers of outdoor roaming areas.

→ **Other events organised by the DMT to encourage active lifestyles, include:** International Sports Day – 7 March, Government Games – 18 – 21 March, International Health Day – 7 April, Blood Donation Day – 14 June, Walking Challenge – September, Breast Cancer Awareness Month – October, World Diabetes Day – 14 November.

Seasonal influenza vaccination



110

Number of participating staff

5 km walk to raise awareness about diabetes (2017)



86

Number of participating staff

Your Health Concerns Us Initiative



93

Number of participating staff

Medical Screening initiative



110

Number of participating staff

Inta Gadha initiative - Three authorities with the highest weight loss



15

Number of participating staff



Inta Gadha initiative - Three authorities with the highest weight loss

First place in the entity category
The most weight lossFirst place in the region
Most interactive with the eventFirst place in the category
Employee most weight loss

5.3 Gender Equality

General Overview

The DMT has continued to achieve gender equality and empower all women by providing them with equal opportunities in the workplace. The entity has upheld its principles in equality between genders across all fields of the DMT's operations. This fulfils the UAE Vision 2021 and Abu Dhabi Vision, both of which strive to ensure the UAE remains one of the 25 leading countries in the world when it comes to gender equality.



Number of working women in the district
(150 women)
Of total (564)

26.6%

They represent 26.6%
out of the total number
staff in DMT



55

55 female employees
participated in
Occupational Safety and
health for working mother

Initiatives, Projects and Activities

→ Participated in a series of annual initiatives involving women, which include International Women's Day, Mother's Day and Emirati Women's Day. This reflects the DMT's ongoing contribution to sustain gender equality in the workforce, given that the number of women working at the DMT represents 26.6% of the total number of staff at the entity. The initiatives aim to:

- Emphasise the importance of women in the workplace and across communities.
- Acknowledge the extent of their achievements and significant contributions to the advancement of the country.
- Strengthen the role of women with recognition of work performance, support their progress and ensure they remain a strategic priority in developing the country.





→ Safety and Occupational Health Program to raise awareness on protection from work hazards among all female employees, especially working mothers and pregnant women, across all its entities. This is carried out by disseminating awareness material, preparing workshops and/or campaigns.

- Targets of the program include:

→ Focusing on new mothers and pregnant women:

- Prepare manuals targeted at pregnant women in workplace that highlights potential hazards that can impact the safety of a working woman, her health, and the health of her baby during pregnancy and breastfeeding.
- Prepare workshops on pregnancy and delivery, and how they are considered part of normal life, while emphasising that nothing can come between a mother and her career.

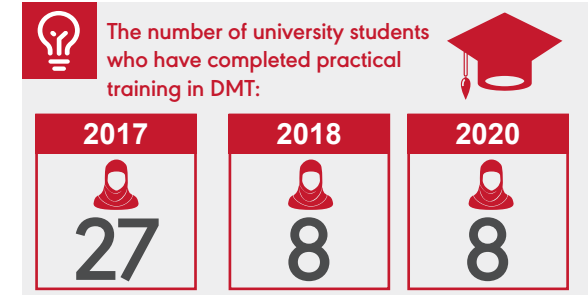


5.4 Good Education



General Overview

The DMT pays great attention to developing education as one of its most important sustainability development targets. Its initiatives have contributed to achieving good education through training cadres, qualifications and developing sustainable environmental systems.



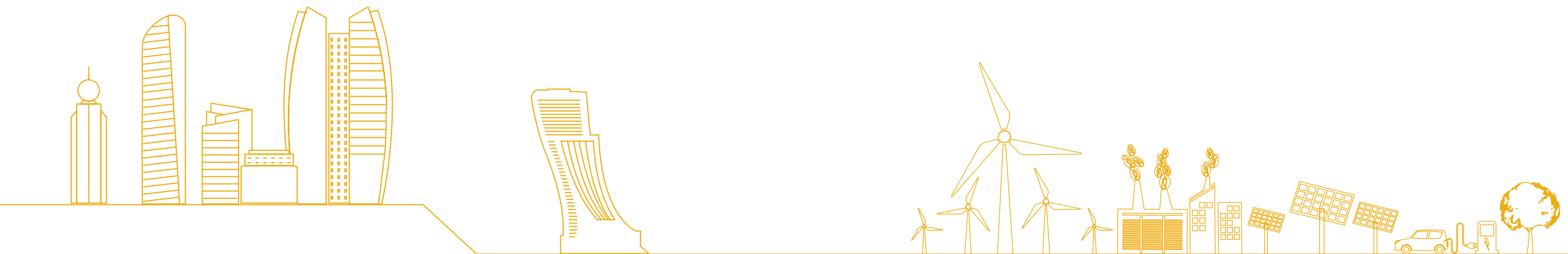
Initiatives, Projects and Activities

The DMT has launched several activities and initiatives in cooperation with educational establishments, such as Abu Dhabi University, Sorbonne University and New York University Abu Dhabi. Knowledge and innovation management is being led by the DMT's Strategic Affairs Sector, which contributes to strengthening the role of the entity in developing education and training cadres through sustainable educational and environmental systems.



Year	The Event
2018 Q 2	<p>→ Monitor the record of scientific research subjects from local universities:</p> <ul style="list-style-type: none"> - Five local universities have been contacted that have obtained a memorandum of cooperation with the DMT, and a record has been requested - All scientific research topics published and ongoing for two years. - 296 research topics related to the DMT's functions and specialisations were monitored. - Some copies of the academic research paper were received by local universities and shared with staff circle. <p>→ Number of joint research papers at Abu Dhabi University: 12</p> <p>→ Number of joint research papers at Sorbonne University Abu Dhabi: 2</p> <p>→ Number of joint research papers at NYU Abu Dhabi: 12</p>
2018 Q 4	<p>→ Discussing a research topic with Sorbonne University Abu Dhabi in the presence of DMT specialists</p> <ul style="list-style-type: none"> - Research topic: Towards the Emirati Ecological District: Introducing sustainable infrastructure systems in Al Fereej - University: Sorbonne University Abu Dhabi - Number of experts: 18
2019 Q 1	<p>→ Discussing a joint research between Sorbonne University Abu Dhabi and Abu Dhabi University in the presence of DMT specialists</p> <ul style="list-style-type: none"> - Research topic: Redefining public spaces in Abu Dhabi: urban classification and social interaction - University: Sorbonne University Abu Dhabi with Abu Dhabi University - Number of experts: 19 - Research topic: Establishing a CITIES research center (general discussion) - University: New York University Abu Dhabi - Number of experts: 1

Year	The Event
2019 Q 2	<p>→ Discussion of 8 research proposals proposed by NYU Abu Dhabi in the presence of specialists in the department</p> <ul style="list-style-type: none"> - Research topic: An approach to shaping investment opportunities within Abu Dhabi through master planning - University: New York University Abu Dhabi - Number of experts: 10 - Inventory of 40 research topics from the DMT's needs, with a description of the research and the expected outputs
2019 Q 3	<p>→ University students' requests to collect data from DMT specialists through personal interviews</p> <ul style="list-style-type: none"> - Provide information to a master's student from Sorbonne University Abu Dhabi regarding the master's thesis entitled: "The strategy behind zoning in Abu Dhabi" - Provide information to a BA student from New York University Abu Dhabi regarding a research topic entitled: "Hotel Sustainability in Abu Dhabi" - Share research needs with NYU Abu Dhabi and their new research center to provide an opportunity for harmonisation - The center's outputs with the DMT's needs related to developing research and the DMT's tasks and specialisations.



5.5 Sustainability: Local Cities and Communities



General Overview

The DMT and its associated entities are considered one of the biggest public service providers in Abu Dhabi and UAE in general, where it has a prominent role in the growth and development of Abu Dhabi through its strategic plan that serves the visions of both, UAE Vision 2021 and Abu Dhabi 2030 in achieving urban growth.

Initiatives, Projects and Activities

To set a regional example of cutting-edge sustainable growth, the DMT launched Estidama - a unique initiative, which upholds the highest levels of sustainability across all new developments and revitalisation projects in Abu Dhabi. To achieve these goals the DMT adheres to four pillars of Estidama, which are the environmental, economic, social and cultural.

→ Since 2011, the DMT established the Estidama Pearl Rating System (PRS), comprising of mandatory sustainability requirements and guidelines for the construction of all villas, buildings and communities. The initiative ensures Abu Dhabi implements the best sustainable building practices, which includes offering the most informative training courses to gain required knowledge on PRS requirements when presenting development projects for evaluation.



→ From the awareness aspect, manuals have been distributed to villa owners since 2015, which includes information on how to apply for green building standards, as well as how it benefits the environment.



→ In 2016, the Estidama Shield Initiative was launched which aims at presenting shields from the Estidama program to building/villa owners to be installed on the building that has been rated. During 2019, the knowledge exchange initiative about green buildings has started with the government and private sectors all over the UAE.



Two campaigns have been launched for Abu Dhabi residents on the impact of littering:



Results

1. Intensive campaigns from main municipal and secondary municipal centres aimed at continuing and increasing awareness.
2. Disseminating information through electronic platforms and printouts, which led to reduced distortions of the city's residential areas.
3. Residents now communicate any items that distort the general appearance of neighbourhoods.
4. Appearance of Abu Dhabi in 2020 is better due to the commitment of residential communities.

1. Commitment of residents with organised farms.
2. Decrease in the number of random farms as the diversity of spreading awareness increased.



Targets

2. Educating residents about the importance of preserving the general appearance of Abu Dhabi.
3. Removing any items that distort the appearance of Abu Dhabi's neighbourhoods and especially between houses (alleyways).
1. Educating farm owners of the regulations and legislations regarding licensing of farms by issuing seasonal guidelines by the Chairman of DMT. Residents became better informed of the conditions to acquire farm permits.



Campaign

1. Unified campaign from DMT HQ and regional municipalities.
1. Awareness campaigns for farm owners in October 2018.



→ Signing an agreement with the Department of Education and Knowledge (ADEK) to implement the community schools project in Abu Dhabi and provide a safe environment for society. By using the school establishments after hours, a general framework was developed on the mechanisms and areas of collaboration that will ensure all parties can:

- Benefit from facilities available in community schools to hold sport, cultural, social, and educational activities.
- Place agendas developed by the municipalities and apply them throughout community schools in Abu Dhabi, as well as share them with ADEK and coordinate with other relevant authorities to implement the same.
- Hold campaigns to promote community schools' projects between all communities.



→ Launching the Community Ambassador Initiative to empower residents and their communities. Ambassadors are chosen to represent their neighbourhood, enabling municipalities to know the precise issues facing residents in their areas. Municipalities can identify the specific needs of the community and raise response levels. This increases residents' quality of life, enhances living standards to achieve a satisfied and happy community. Initiative goals include:

1. Strengthening individuals' community engagement by raising awareness of the role of an ambassador, who is chosen according to approved conditions and standards.
2. Bring about positive and tangible change through the relationship between municipalities and the community. This involves continuous communication with the individuals and their representatives.
3. Identifying needs and requirements of neighbourhoods and taking swift action to address them.
4. Developing a Community Plan, which outlines the needs of the community, specifying the main priorities and suggestions for appropriate action.



Community Ambassador Initiative Mechanism



Results of initiative:

Increased percentage of community satisfaction

High response speed of community needs

Strengthened social participation of community individuals

5.5 Sustainability: Local Cities and Communities



- For Abu Dhabi is a community initiative led by the DMT as part of its contribution to Ghadan 21, Abu Dhabi Government's Accelerator Programme.

The 8 billion AED initiative aims to enhance urban spaces and nature sites across the Emirate to improve the quality of life for both residents and visitors. Each project will be highly visual and interactive, adding colourful, energetic, creative, and fun spaces for exploration, interaction and relaxation across Abu Dhabi, Al Ain and Al Dhafra regions. The initiative involves:



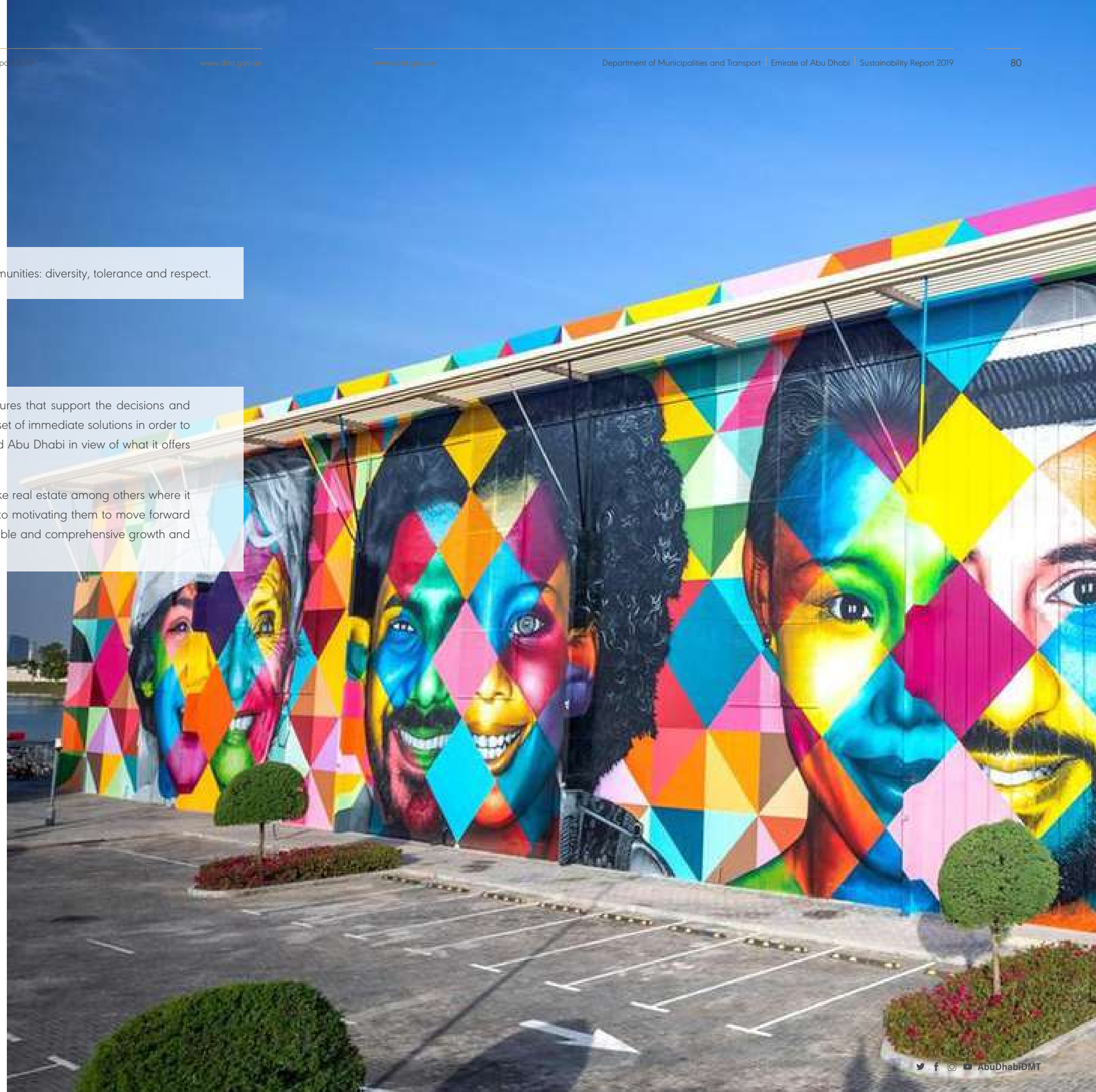
- More than 300 projects being carried out across the region.
- Establishing new gardens and green landscapes, while renovating old ones to increase the wellbeing of communities.
- Protecting natural reserves, developing urban areas and enhancing public spaces.
- Projects include art rejuvenation in areas including an impressive mural by Emirati artist Mohammad Ahmed Ibrahim in Madinat Zayed, and a colourful mural in Marsa Al Bateen by Brazilian artist Eduardo Kobra, which is being described as one of the biggest murals in the region.

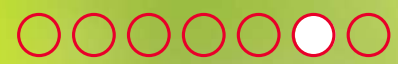


→ Each project celebrates some of the fundamental principles of UAE communities: diversity, tolerance and respect.

Challenges

- Recognising the growth process in Abu Dhabi through proactive procedures that support the decisions and directions of the government that aim at meeting requirements through a set of immediate solutions in order to overcome challenges that strengthens the competitive position of UAE and Abu Dhabi in view of what it offers like infrastructure and a sustainable and supportive environment.
- Shedding light on the positive impact on local markets and vital sectors like real estate among others where it will lower the burden on companies and business sectors and contribute to motivating them to move forward in their work in consistent with our goals and agendas to achieve sustainable and comprehensive growth and strengthen the quality of life in Abu Dhabi.





06

ECONOMIC IMPACT



6.1 Work Opportunities and Economic Growth

General Overview

With a diverse range of work opportunities and the highest standard of living for skilled citizens and expats, Abu Dhabi has become an attractive place to live, work and visit.

The DMT ensures the health, safety and wellbeing of every employee, with a range of internal services to support its entire workforce.

Through an understanding of current and future business needs, the DMT adopts effective talent and succession planning, to ensure strong, sustained and balanced growth within the Emirate.

With skills development strategies, regular training sessions and a collaborative work ethic, workers are able to adjust to the rapid paces of change, all of which contribute to sustainable productivity and economic prosperity across the region.

Initiatives, Projects and Activities

- Training workshop for Al Ain Municipality staff with supporting supervision of DMT community services management.
- "I Train for Work" program aims to invest in young talent, enabling new graduates to develop professional skills and search for innovative ideas and thought processes, which are catalysts of growth for the near future.

→ Staff and client safety

- Administrative Affairs section provided security guards to all floors, ensuring staff and client safety.

→ Support services

- Support services provided for all employees thanks to the Administrative Affairs section, which includes visa renewals, citizenship, insurance of vehicles.

→ Utilities environment

- To ensure the wellbeing of its staff, DMT HQ is fully equipped with facilities including assigned parking for its staff, male and female prayer rooms, buffets when requested for meetings, and maintenance support.

→ Office equipment

- Office equipment including desks, stationery and furniture is supplied through the Administrative Affairs for all employees.

→ Cleaning and sterilisation

- With a dedicated cleaning team and specialised companies to perform weekly sterilisation procedures, staff members are always provided with the safest and healthiest working environment.

→ Staff wellbeing

- The DMT has a dedicated football court where sports activities can take a place to enhance staff wellbeing.

→ Traffic safety for staff

- Advisories on traffic safety for staff during bad weather.

→ Healthy posture and occupational safety initiative which aims to educate staff on

1. Possible risks in the office
2. Their responsibilities
3. How to identify risks and implement safe preventive factors to reduce those risks
4. How to report accidents and how to potential hazards
5. Safety management and occupational health, according OSHAD's latest updates.

→ Launch of "Safe Offices" initiative that aims to remove storage items such as cardboard boxes placed around offices and in corridors.

→ Several ongoing programs and initiatives which contribute to the happiness and wellbeing of staff, including

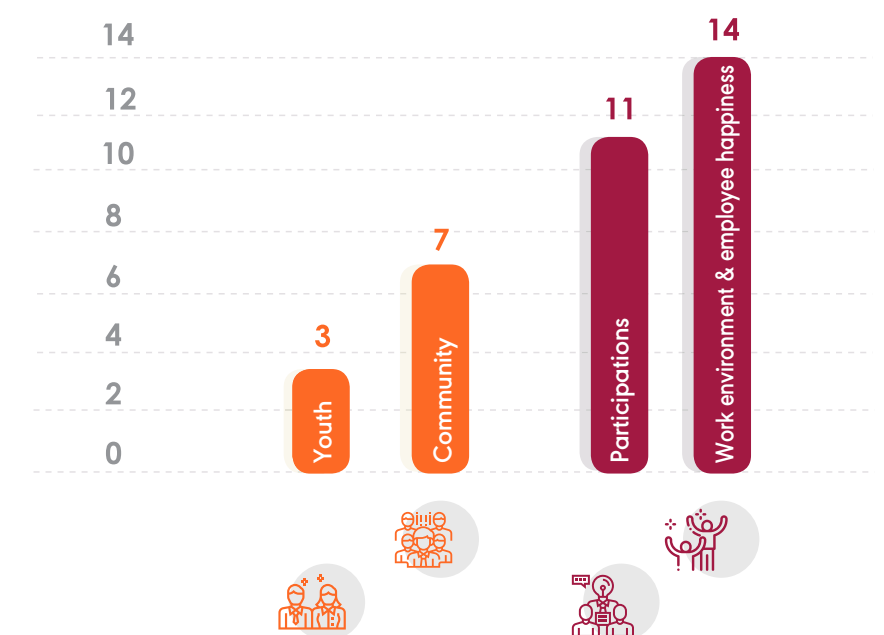
1. Work Pressure program
2. Workplace Pressure initiative
3. Assistance Tools in Workplace initiative
4. Smarter and Flexible Work initiative
5. "Happy Thursday", which is an in-house event including fun and entertaining activities for staff at DMT HQ to break the work routine.
6. Celebrating International Happiness Day

→ "Tamm" initiative that aims to

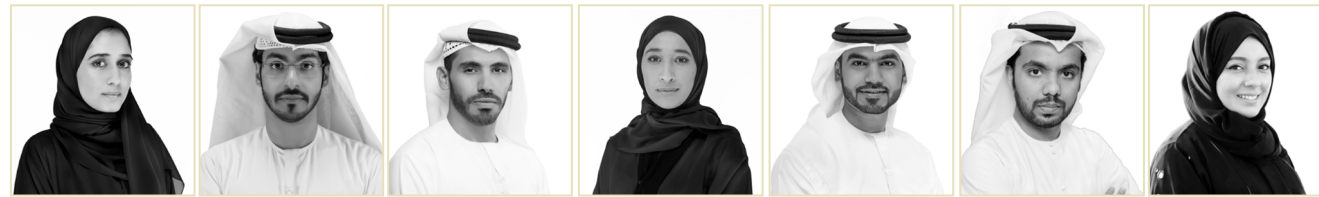
1. Strengthen flexible work policies.
2. Produce flexible work policies to be adopted throughout the Emirate.
3. Develop the "Assistance in Workplace" program.

→ Himma Initiatives

- Himma Team Initiatives Summary:



Himma Team members



Aysha Younis
AlKhoori

Abdulazeez Jamal
Maddi

Hamad Mohammed
AlRumaithi

Maha Ali
AlDhaheer

Abdulahadi Saleh
AlMansoori

Mohammed
Abdulqader AlHashmi

Sawsaw Abu Baker
AlMenhaili



Hamda Abdulla
AlHashmi

Abeer Khaled
AlHammadi

Sultan Jamal
AlRamahi

Naser Khalaf
AlNachas

Arwa Faisal
AlSeiari

Highlights of Himma Initiatives



→ International Happiness Day Initiative

The Himma team organised an International Happiness Day event for the DMT staff in cooperation with the Media Affairs department.



→ Himma Competition Week

The initiative aims to develop teamwork, cooperation, and communication between DMT staff with competitions for the week, including fun activities and different challenges.



→ International Tolerance Day Initiative

The Himma team organised the event to coincide with National Day for DMT staff led by the Media Affairs department.



→ Himma competition for the best sector that brings happiness to staff:

Sectors were encouraged to bring joy and motivation to staff by working creatively to strengthen competitive skills in the entity.



6.2 Industry, Innovation and Infrastructure



General Overview

The DMT seeks to maintain its position in competitiveness, development, entrepreneurship, innovation and ease of doing business through its lead role in constructing infrastructure and industry development via several initiatives.

Initiatives, Projects and Activities

- Participating in Emirate's Innovation Month in 2019. The event attracts some of the greatest minds and exceptional talent in the UAE, to help strengthen the development of innovative solutions while responding to current and future challenges. The event sheds light on what Abu Dhabi has achieved in implementing the Emirates Innovation Strategy by attracting 6,000 visitors to the DMT's pavilion (5% of total attendees). This was through:
 - Establishing the approach of innovative thinking with all strategic partners through constant communication via workshops or periodic meetings aimed at exchanging expertise, experiences and open opportunities.
 - Strengthening existing partnerships between the DMT and its partners, which helps attract future talent, while supporting innovative ideas.



→ Participating with Abu Dhabi, Al Ain and Al Dhafra municipalities under the DMT's seven projects:

→ "Onwani Click"

An application providing unified addresses and location guidance. It features numbered buildings and street names across the Emirate to improve quality of life and make reaching destinations easier.

→ Smart Geospatial Portal

A comprehensive smart system that provides spatial data with high quality images. It includes more than 26 geographical data layers that cover primary fields like urban planning, building and construction, lands, and real estate.

→ Identifying the GeoPlanner

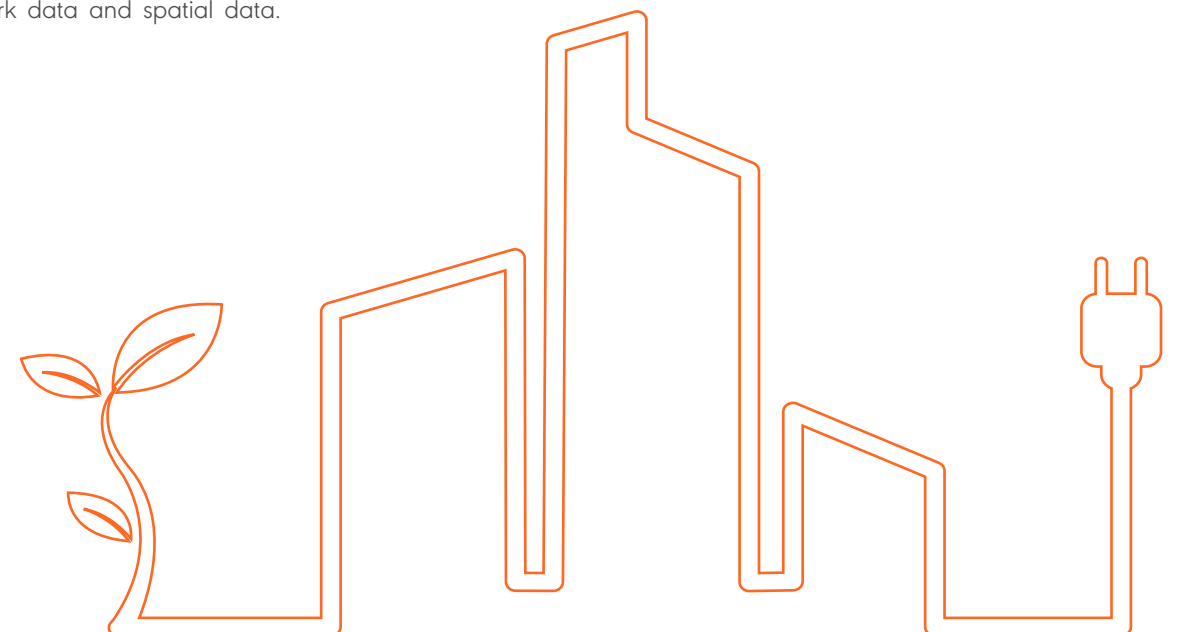
An interactive smart system that contributes to strengthening the effectiveness of work performance, quick decision making and required procedures. It allows planners to perform advanced and smart spatial analysis to evaluate services provided in the fastest possible way. It also reflects the prevailed direction in smart work fields through merging work data and spatial data.

→ Identifying Buildings Data Management

A geographical 3D database system that includes engineering details and other relevant information for all buildings in Abu Dhabi. It enables the issuance of title deeds for all types of real estate units, internal addresses and development of several smart applications in the security and safety field alongside determination of locations and destinations.

→ Smart Platform for Digital Services

A project providing a set of new and comprehensive systems and services for the municipalities, governmental authorities, private sector, and the public. It includes a huge number of smart services, which enables the DMT and its clients to acquire information and data digitally.





→ Smart Car

A project aimed at providing all Al Dhafra Municipality services through the mobile smart car to reach the locations of clients, especially those who are unable to travel to different offices due to their age or health conditions.

→ Drone

A service that can be controlled from the car to reach far places without the need to leave the vehicle. The drones can also record videos, take pictures and broadcast them to the DMT's central operations room. With its smart and multifunctional cabin screen, the drone activates 3D navigation systems and inspection system applications in addition to other functions that are under development.

→ Real Estate Evaluation

An application which provides real estate indicators based on an evaluation process and international standards. It involves the integration and analysis of metadata and spatial data for land plots, rental contract notaries, electronic lands for selling and purchasing transactions and real estate mortgages, among many others. The smart application ensures instant and accurate results for customers on the value of their real estate.

→ Educational campaign about unified contracts for sale and purchase in investment zones

The selling and purchasing contract model has been unified in investment zones in Abu Dhabi. The aim of the unified contract is to raise awareness of the benefits to real estate investors in the Emirate, to increase their trust in the real estate market and to promote further investments.

6.2 Industry, Innovation and Infrastructure

→ Enhance property registration

Establish an awareness plan to target developers, investors and clients on improvements to property registration to ensure its indicators are well positioned in the global competitive report of the international bank.



→ Real Estate Investor Guide in Abu Dhabi

It aims to attract real estate investors with guidance on all aspects related to investing in Abu Dhabi, including important and relevant laws and procedures. It contributes to raising awareness and strengthening real estate values to boost GDP, as a supportive and integral sector. The guide also introduces the laws and procedures that guide real estate investors outside the country, increasing their trust in the sector to invest in Abu Dhabi.

→ Mailbox installation request service in the smart platform system

An optional service for homeowners to install mailboxes in front of the house to facilitate delivery of mail. Suggestions for the mailboxes have been designed with the distinct identity and characteristics of Abu Dhabi. The service includes installation and a five-year guarantee, ensuring preservation of the city's appearance.

→ Addressing campaign and location guidance for Abu Dhabi

The project aims to provide numbered buildings and establishments as well as street names. This developed system adopts best international practices in addressing and location guidance. The street names emphasise the importance of cultural and local heritage, strengthening national identity, and connecting existing generations with the history of UAE. The campaign aims to raise public awareness about the primary address elements and the complementary ones (e.g. postal codes) and using them.



→ My Land

The application provides information about communal facilities around the owner's land, address, points of interest, surrounding buildings and construction information. The user can share information about their land, the communal facilities, or their needs in the neighbourhood. In addition, it enables potential investors to know construction information and surrounding services to encourage them to invest and sharing notes, regarding the zone services. The application is currently underway.

→ Integration of reports of the DMT and its associated entities. The project aims to:

1. Computerise the issuance of reports which are periodically requested by sectors and administrators of DMT and its associated entities, of which the following has been issued until the end of 2019, both internally and externally

2. Semi-annual report and annual report of real estate dispositions reports and publishing it in local newspapers (external)
3. Monthly disclosure reports (12 reports - internal)
4. Monthly rental index reports (12 reports - internal)
5. Monthly real estate disposition reports (12 reports - internal)
6. Weekly vacancies percentage reports (internal)
7. Establishing a dashboard that includes all indications, will assist administrators and concerned sectors at the DMT and its associated entities, with granting access rights and privileges to a selected group of the real estate sector staff



6.3 Responsible Consumption and Production

General Overview

The DMT aims to diversify its sustainable resources and become a successful model of the new green economy. The entity works on raising awareness of sustainable consumption and production through integrated plans and strategies, sustainable commercial practices and changing behaviours of every consumer and worker.

Initiatives, Projects and Activities

The DMT has developed a sustainability framework to reduce traffic congestion, as part of its ongoing commitment to sustain land transport in Abu Dhabi. This will improve the economy, facilitate ease of transport for communities and pave the way for a healthier and cleaner environment across the Emirate.

→ Sustainable Travel

Any means of transport that reduces its impact on the environment is sustainable. At the DMT, we focus on offering more sustainable transport options to reduce car journeys, implementing congestion reduction measures and encouraging behavioural change.

IMPROVED SUSTAINABLE ↓ MOBILITY

Less Congestion and
Parking Demand



ENVIRONMENTAL BENEFIT ↓

More Liveable City



SUSTAINABLE ↓ ECONOMIC GROWTH

Increased Travel Options
and Flexibility



HEALTH AND WELLBEING ↓

Less Stress and More Quality Time
with Family



The DMT has a range of initiatives in place that strategically coincide with investments in infrastructure to help citizens and visitors of Abu Dhabi make smarter and healthier travel choices.



- The DMT has a range of initiatives in place that strategically coincide with investments in infrastructure to help citizens and visitors of Abu Dhabi make smarter and healthier travel choices.

As contributory factors to traffic congestion can be multiple and varied, the DMT carried out extensive analysis on recurrent demands on the network in its congestion management strategy.

Managing the demand for travel and providing a shift to more active, sustainable and space-efficient modes of transport form part of the strategy as a long-term solution to Abu Dhabi's congestion.

The strategy, coupled with several initiatives and substantial investments in public transport and infrastructure, has led to minimising levels of traffic congestion.

- Pilot projects such as introducing hybrid and environmentally friendly vehicles to Abu Dhabi, have been successfully implemented.
- The "Park Your Car and Ride With Us" initiative has been launched, which aims to reduce congestion and increase use of public transport. A total of 1,480 parking areas and 1,000 additional back-up parking areas have been provided for people interested in joining the initiative from all communities across Abu Dhabi.
- Encouraging the use of electronic bikes and carpooling have been effective initiatives, with active use of 2,763 active scooters via urban mobility providers, and 272 public vehicles shared through the ekar and Udrive apps during 2019.



Did you know?

DMT has issued permits for carshare operators, Udrive and ekar, to operate pay-per-minute car rental services in Abu Dhabi.



The smart rental apps enable users to identify and reserve cars parked at locations closest to them.

Several vehicles of the U-Drive fleet are either hybrid or electric, offering a convenient and environmentally friendly mode of transport.

These services encourage the Emirate's transition towards smart transport, reduced private car use, pollution and congestion, as well as less greenhouse gas emissions.



- The DMT's walking and riding bicycles initiatives include allocated lanes for cycles in Abu Dhabi and opportunities to rent different models at competitive prices. Training courses for schools on how to ride bicycles as well as promote health benefits have also proved to be successful.
- Tamm, which is an initiative to provide excellent and convenient services, worked with the DMT to introduce the concept of "Comprehensive Trip".
- To save energy and reduce consumption, lighting in DMT's building have been changed to include motion sensors, which has helped reduced costs. Work is currently underway to change all its water taps to motion sensors.

- An awareness initiative is ongoing, involving a series of lectures about the importance of our environment, health, and safety management systems.
- A support initiative has been launched, encouraging bicycle-renting operators to establish rental websites in Abu Dhabi.
- The "Rehla" campaign aims to create an environment where residents, workers, and visitors are encouraged to adopt sustainable and smart travel. This coincided with DMT's initiative to provide 100 air-conditioned bus shelters, and supporting more than 26,000 bus passengers with concessions, including the elderly, students and people of determination.



- To reduce congestion in Reem Island, an initiative to promote sustainable transport was launched in the Shams area, to help change travel behaviours and reduce current congestion issues.



In 2018, DMT launched the “Rehla” smart and sustainable campaign, which aims to raise awareness and cooperation among local business communities and institutions with the Transport Sector. The campaign forms part of DMT’s efforts to encourage use of sustainable transport and enable society to use Abu Dhabi’s integrated transport networks:

The “Rehla” campaign focuses on four main pillars:

1. Adopting smarter and sustainable daily travel alternatives
2. Avoiding travel during peak times on the networks
3. Avoiding congestion hotspots and alleviating key pinch points
4. Decreasing the travel demand in the first place.



Challenges

- Provide human resources specialised in completing initiatives in record time during a specified period and the attendance of the concerned parties during the completion process of the initiatives and campaigns.
- Listing all requirements of the initiatives and campaigns from the concerned sectors and administrations and increasing efficiency of approval process.



6.4 Peace, Justice and Strong Foundations

General Overview

The UAE upholds its principle of “Safe People and Fair Jurisdiction” as a primary pillar of UAE’s Vision 2021 and Abu Dhabi Vision.

With this in mind, the DMT is keen on preserving its jurisdiction and legal system to ensure a safe and secure environment for all its citizens and residents.

This also applies to DMT employees and its associated entities to ensure transparency in all business operations, as to eliminate any type of financial and administrative corruption.

Initiatives, Projects and Activities

- The Division of Community Services has launched several initiatives and activities in the DMT that aims to highlight the role of community participation. These include:
1. Community requirement reports workshop, in which 16 DMT staff attended
 2. Four workshops to update DMT CSR policy.
- The annual UAE Libraries seminar shed light on informational tolerance, introducing the concept that connects tolerance as a superior human value and the country’s theme of 2019 (Year of Tolerance) with libraries and information.



→ Development of ethics and standards of professional conduct in the real estate

Development of ethics and standards of professional conduct in the real estate sector aims at raising the effectiveness and quality performance of workers in the industry. These conditions will ensure Abu Dhabi retains its skilled workforce, which will result in preserving the quality of infrastructure and its value across the Emirate.

→ Know Your Rights as a Client

The "Know Your Rights as a Client" campaign aims to raise awareness of transactions and inform service users on the status of them. This is communicated via social media platforms or through Abu Dhabi government contact centres. Since the campaign, the number of enquiries and complaints have reduced substantially.

→ Launch of first edition of legislation related to DMT operations

The legislation supports endeavours to make Abu Dhabi an informative and sustainable city with excellent services, all of which achieve the welfare and happiness of communities.

It also ensures equal justice for everyone, strengthening transparency and establishing effective and accountable institutions.

The first edition, which is available in Arabic and English, features:

1. Eight volumes, including more than 25 laws regarding real estate, construction work, city planning and infrastructure. It also includes decrees and executive regulations regarding these laws.
2. Environmental, social, health and safety service legislations and legislations of categorising contractors and consultant offices.
3. An electronic copy available on the DMT's website.



The DMT strives to make the edition a primary reference for stakeholders in both the public and private sectors. This aims to:





6.4 Peace, Justice and Strong Foundations



- To support sustainable development in neighbouring countries, 20 DMT employees volunteered at the Mrjeb Al Hood camp, in Jordan, where they learnt about its work on site, including vital services for Syrian refugees. Employees from the Engineering and Urban Planning teams offered ideas to develop the camp sustainably by assessing the camp buildings and its facilities. They also held competitions for refugees distributing 2,770 gifts and awarding the most academically outstanding students.
- "I Train for Work" program aims to sustain talent by investing in graduates who are looking for jobs in Abu Dhabi, refine their professional skills and search for innovative and creative minds, which are considered the new engines of growth of the near future. The program is implemented on stages, each stage with a set of goals, it requires a special set of activities. Communication and dialogue are considered the common features between all stages and they are as the following:

→ Recruiting and placement

Where the concerned section recruits and places the talents and carry the following tasks:

- Specify the vacancies available in the DMT or the authority under it to recruit and place the trainees in the program.
- Establish a placement plan for the program every quarter of a year in the DMT and its associated entities
- Collect and list candidates according to plan and make sure they are registered in the database of the human resource authority
- Hold personal interviews with candidates
- Select the qualified candidates to join the program
- Carry placement tests for qualified candidates through an external evaluation center
- List the candidates who passed the interviews and tests
- Raise the candidate's information list to the DMT to approve it by His Excellency, the DMT Chairman
- Begin job placement procedures according to approved training contracts
- Signing the contract, work ethics document, and other related documents by the candidate



→ Training and development section

The DMT's training and development section invited new employees to join the entity's Himma team, as part of a six-month initiative. They were introduced to its vision and strategic goals, and were given tours covering all the sectors, administrations and external centres. Employees were also encouraged to take part in the many courses available via DMT's online e-Learning service.

→ Interview Committee

The Interview Committee, which is responsible for the assessment of trainee applications and recruitment interviews, made a recommendation to introduce performance evaluations to retain talent pool.

→ Staff and Customer Security

Providing security personnel for all floors of the entity buildings 24 hours a day.

→ Employee Services

Maintaining services to DMT employees, including passports, nationality and foreign affairs, as well as terminating all transactions and securing cars.

→ Facilities in the Workplace

Ensuring all building amenities for DMT employees are available, such as allocated parking spaces and a prayer room for men and women, as well as providing 24-hour maintenance staff.

→ Walking and Cycling

- Designated bicycle paths in Abu Dhabi, with places to rent bicycles at competitive prices, and training courses for schools on how to ride bicycles
- Largest number of consumers have benefited from awareness campaigns on positive health impact of walking and cycling



→ Tamm

- Providing exceptional customer experience with integration of DMT services via Tamm, to achieve excellence in service provision.
- Using innovative technologies to ensure services are fast, convenient and effective in building a positive and happy society.

→ Reduce Consumption

- Replaced lighting at DMT HQ building using motion sensors to reduce current bills.
- Work is underway to replace all water taps with hand sensors.
- Supporting bike rental operators wishing to set up cycle-hire sites in Abu Dhabi.

→ Sustainable Shams Region Travel and Mobility

Producing business plans to influence travel behaviour in multiple locations within Shams, Al Reem Island, while addressing its current congestion issues and future transport issues.

→ Rehla

- Ongoing campaign to create an active environment in which residents and visitors across Abu Dhabi can adopt smart and sustainable travel
- Brand identity for external campaign is raising awareness of different travel options available to the public, encouraging them to make smart and sustainable choices

Challenges

- Providing specialised human resources to handle initiatives and campaigns within the specified time and the presence of those involved during the process of completing the initiatives and campaigns.
- Listing all requirements for sectors and departments of initiatives and campaigns and getting their approval.

6.5 Creating Partnerships to Achieve Goals

General Overview

Strengthening partnerships to ensure sustainable development is one of the most vital aspects of DMT's work. Collaboration enables the entity to achieve the goals of the Emirate with sustained growth and development, creating a positive impact on Abu Dhabi communities. Effective partnerships are based the DMT's vision, mission and values, all of which place the needs of communities at its forefront.

Initiatives, Projects and Activities

→ Cityscape 2019

A number of innovative projects, under the Ghadan 21 Government Accelerators Program, were announced by DMT at Cityscape - the leading property investment and development event in the capital.

The DMT projects aim to enhance quality of life and happiness for residents across Abu Dhabi Emirate, as Ghadan 21 looks to make Abu Dhabi the most liveable cities in the world by 2021.

The projects focus on areas related to transport, the built environment, promoting a healthy and active lifestyle and culture.

About 9,000 visitors, accounting for 30% of the total attendance at Cityscape, came to the DMT stand and 300 gifts were distributed to VIPs.



→ Abu Dhabi International Book Fair 2019

A dedicated DMT area was set up at the Abu Dhabi International Book Fair, where the entity launched several publications and organised a series of seminars and presentations, including a summary of the Municipal Attendance Guide.

One section displayed DMT's smart services platform (Smart Hub), while another was dedicated to the World Urban Forum (WUF10). A children's section was designed to encourage a culture of reading among young people through a number of fun educational activities, in addition to the launch of the Young Ambassadors Program, which aims to boost collaborative work.

The DMT area attracted around 20,000 visitors which was 5% of total attendance and 600 gifts were distributed to visitors.



→ Al Ain Book Fair 2019 (Al Ain Reads)

Several of the DMT's educational projects were presented through public awareness sessions at Al Ain Book Fair. The sessions provided smart guides, such as the Palm Guide issued by Abu Dhabi City Municipality and the Local Plants Guide issued by Al Ain City Municipality, which is considered an important source of guidance and a national reference for the UAE's environmental plants.

The DMT robot called Nashmi also participated, providing useful and simple public information about Al Ain City Municipality and its services within a fun atmosphere. Around 15,000 visitors came to the DMT area, which was 25% of the total attendance at the book fair.



→ GITEX 2019

To support the journey of digitisation in Abu Dhabi Emirate, DMT displayed achievements of its digital transformation journey at GITEX - one of the biggest consumer computer and electronics trade shows in the region.

The DMT's digital achievements were the result of continuous collaborations with various government entities, in addition to partnerships between public and private sectors and efforts made to enhance global competitiveness in Abu Dhabi Emirate. The DMT also reviewed the public health services project using Internet of Things.

More than 11,000 visitors visited the DMT area, which was around 10% of the total event's attendance.

→ Liwa Date Festival 2019

At the Liwa Date Festival, DMT presented a number of capital projects, digital services and initiatives that help to preserve the environment by re-using palm products in industries. DMT employees showcased traditional wild plants and introduced visitors to them.

A group of innovative projects aimed at achieving sustainability standards, such as recycling palm residue were announced at the event by Al Ain City Municipality. Visitors were also made aware of guidelines issued by DMT, in addition to the entity's community services, such as volunteer programs.

The DMT area attracted around 15,000 visitors, which was about 25% of the festival's total attendance.



→ Al Dhafra Festival 2019

Preparation of Al Dhafra Festival's infrastructure was led by DMT. This included maintaining operation of roads leading to the festival, by facilitating the movement of participants and visitors and provision of services to homeowners.

DMT also provided logistical support for festival participants, and introduced projects that offer some of the best community services as well as other capital and operational projects, and awareness campaigns on the state of emergency, environment, health and safety, conservation and general appearance.

The exhibition is considered a link between young people and heritage, contributing to strengthening patriotism for future generations.



→ Pan Arab Forum Urban Development Symposium 2019

DMT hosted the first edition of the Pan Arab Forum Urban Development Symposium, in partnership with the UAE Ministry of Foreign Affairs and International Cooperation, and the United Nations Human Settlement Programme. The symposium provided an opportunity to prioritise and share knowledge about innovative practices to promote the sustainable development of Arab cities.

DMT shed light on its development of urban systems and policies in line with economic, social and technological variables. In addition to hosting the forum, the DMT has published a report, summarising its outcomes.



→ Engineers Registration System 2019 campaign

Through Abu Dhabi City Municipality, DMT launched the Engineer Registration System campaign, which is a new system developed in cooperation with all stakeholders in the public and private sectors to raise the quality of business and services in the engineering planning, design and construction sector, aiming to facilitate and control the procedures for regulating engineering professions, and easing the financial burden and obligations on the professional category.

The campaign also aimed to organise the practice of the engineering profession in the fields of building and construction, which contributes to strengthening the business environment conducive to economic growth and creating an ideal climate for investment with various economic activities.



→ My City My Garden Competition (2018-2022)

For the launch of the third edition of My City My Garden Competition, DMT sought to raise awareness and spread the culture of tree planting and outdoor decor in gardens, while taking into account the preservation of natural resources to ensure sustainability.

The competition aimed to promote and establish corporate social responsibility, according to DMT's sustainability standards, while promoting and upgrading the competition to include more sustainable aesthetics and environmentally friendly gardens in Abu Dhabi Emirate.

Around 326 homes and schools participated to compete for prizes, totaling AED 1.5 million.



→ LPS Shanghai 2019

DMT partnered with a group of major Abu Dhabi real estate developers and participated in the leading Luxury Property Show in Shanghai.

The aim was to promote the Emirate's real-estate reputation and its global position, as well as to shed light on benefits of Abu Dhabi Emirate's real-estate market. The event also highlighted DMT's instrumental role in leading and investing in the real estate sector with new advancements across areas such as, real-estate investment services, real estate leasing, real estate brokerage and spatial data services.

Specialist staff at DMT also promoted the Abu Dhabi's real estate market to Chinese investors in Shanghai, highlighting the importance of new incentive measures, laws and initiatives in the real estate market, including the issuance of a freehold property law to benefit potential foreign investors.

→ Cooperation Agreement with Abu Dhabi Securities Exchange

The DMT signed a cooperation and partnership agreement with Abu Dhabi Securities Exchange, addressing the procedures for property registration in Abu Dhabi Emirate. The aim is to strengthen the position of UAE and in particular Abu Dhabi as an advanced economic hub.

This includes extending bridges of cooperation with strategic partners locally, across the Gulf and Arab world, as well as with real estate companies whose work includes mega projects.

The agreement will also ensure monitoring the process of transferring shares in the eligible institutions after obtaining a no-objection certificate and receiving a certificate of ownership issued by the registration authority.

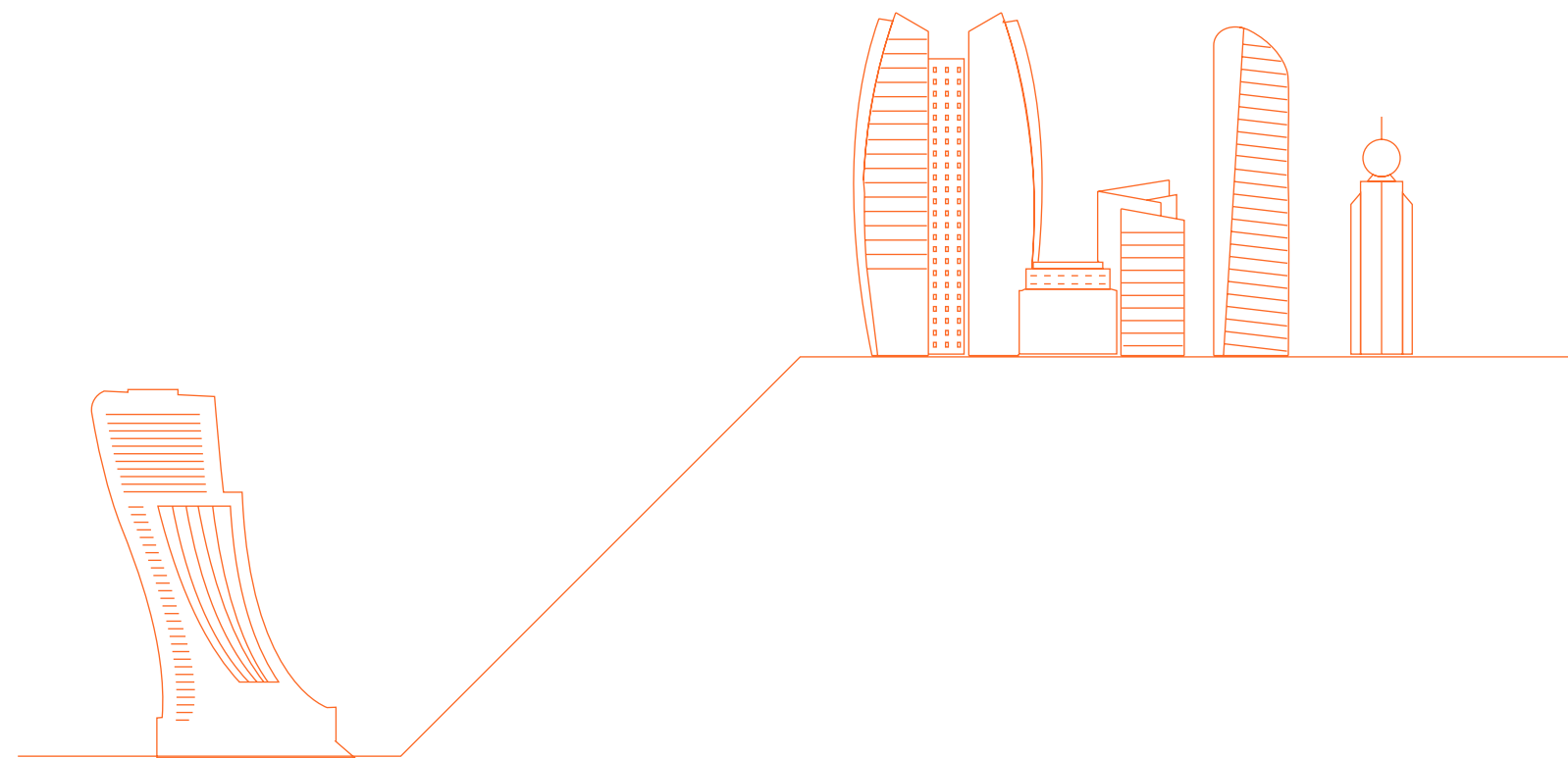


← International Real Estate and Investment Show (IREIS 2019)

As strategic partners of the International Real Estate and Investment Show, DMT participated substantially to the event, aiming to promote the real estate market and sector attractiveness in Abu Dhabi Emirate, both regionally and internationally.

The DMT also aimed to raise awareness of the real estate market's higher levels of transparency, as well as latest developments in simplifying the investor real-estate journey. This included showcasing the latest DMT publications, its real-estate laws and legislations in the Emirate and providing demonstrations related to registration steps for leases and mortgages.

There was also a focus on educating buyers about the Emirate's laws and regulations to enhance their confidence in the real estate sector, while also raising tenants' awareness of their rights and obligations and presenting the latest service developments related to land and real-estate.





6.5 Initiatives, Projects and Activities

2018	Service Level Agreement (SLA) with Agthia for "Management of Service Centers for the Sale of Food Goods". Scope: Management of service centers selling food commodities to citizens by Agthia.
2018	SLA with Al Hail Holding to "Creating Community and Recreational Facilities Projects for Workers alongside Labour Cities in Mussafah" (coincides with the Year of Giving Initiative 2018). Scope: Establishing recreational facilities for workers next to the workers' cities in Mussafah.
2018	Memorandum of Understanding (MoU) with 3M Gulf Limited on "Mutual Cooperation in the Areas of Development and Innovation".
2018	Data collection partnership agreement with Google on "Abu Dhabi City Roaming". Scope: Data collection on Abu Dhabi roaming free of charge.
2018	MoU with Aldar Properties, ZonesCorp and Department of Economic Development (DED) on "Transporting Car Showrooms from the Automotive World to the Automotive Complex in Raheel City in the Industrial City of Abu Dhabi".
2018	Renewing agreement of Abu Dhabi Government Employees Travel Program 2018 with Etihad Airways. Scope: Provide discounts on airline tickets for DMT, including municipality employees.
2018	Partnership agreement with Skyline University College, Sharjah UAE for "Joint Cooperation in the Fields of Academic Degrees and Scholarships". Scope: Providing scholarships and discounts for employees.
2018	SLA with Abu Dhabi Commercial Bank for the "Electronic Mortgage System". Scope: Facilitating procedures regarding the mortgage dealer's journey.
2018	SLA with Mashreq Bank for the "Electronic Mortgage System". Scope: Facilitating procedures regarding the mortgage dealer's journey.
2018	SLA with Abu Dhabi Finance for the "Electronic Mortgage System". Scope: Facilitating procedures regarding the mortgage dealer's journey.
2018	SLA with Abu Dhabi Islamic Bank for the "Electronic Mortgage System". Scope: Facilitating procedures regarding the mortgage dealer's journey.
2018	SLA with First Abu Dhabi Bank for the "Electronic Mortgage System". Scope: Facilitating procedures regarding the mortgage dealer's journey.
2018	Partnership agreement with Abu Dhabi University on "Joint Cooperation in the Fields of Academic Programs."
2018	Cooperation Agreement with Bunya Projects, Aldar Properties, Reem Developers, Tamouh Investment Company on "Execution of Projects for Building Petrol Stations on Al Reem Island".
2018	Partnership agreement with Ghantoot Transport and General Contracting Company LLC on "Establishing a Bazaar in the Mafraq Industrial Zone as part of Social Responsibility Initiatives".
2018	Partnership agreement with Emirates Global Aluminium on "Establishing a Sports Stadium in the Al Samha Region within the Social Responsibility Initiatives".
2018	Cooperation Agreement with du - Emirates Integrated Telecommunications Company on "Establishing Wi-Fi Internet Hotspots in Municipalities' Parks, Gardens and Beaches". Scope: Establishing free Wi-Fi access in some municipalities' parks, beaches, and public areas.
2018	Cooperation Agreement with Abu Dhabi General Services Company (Musanada), Basic Infrastructure Committee for Al Reem Island and Bunya Enterprises regarding "The Construction of Community Facilities such as Police and Civil Defence Stations in Al Reem Island".
2018	Cooperation agreement with Abu Dhabi Commercial Engineering Services LLC regarding "Real Estate Development Projects on the Map that Holds Real Estate Project Guarantee Accounts". Scope: Completion rates approval for the projects sold on plan.

2019	Launch of 3rd edition of "My Garden My City" contest for the most beautiful garden in Abu Dhabi. Through this competition, the DMT endeavoured to promote afforestation and preservation of natural resources, ensuring their sustainability. The competition aimed to enhance social responsibility, establish standards for the sustainability of parks, and advance the aesthetic and environmental look of Abu Dhabi. A total of 326 residents took part in the category of schools and homes to compete for prizes totalling AED 1.5 million.
2019	A cooperative agreement with the Human Resources Authority to "Exchange Experiences and Support Common Strategic Goals". Scope: Raising labour efficiency and serving the strategic goals of both parties, as well as improving government performance in accordance with the highest international standards. Field: Education, habilitation and training.
2019	SLA with the Zoo And Aquarium Public Institution in Al Ain to "Regulate the Possession of Dangerous Animals". Scope: Tackling and resolving the illegal and law violating possession of dangerous animals. Field: Operations and services.
2019	SLA with Abu Dhabi General Services Company (Musanada) on "Providing Design, Construction and Facilities Management Services". Scope: Regulating of services and ensuring the level of services. Field: Operations and services.
2019	SLA with the Investment Bank regarding the "Electronic Mortgage System". Scope: Registering, modifying and releasing mortgages. Field: Operations and services.
2019	Partnership agreement with 2GIS to "Exchange Spatial Data and Points of Interest in Abu Dhabi". Scope: Providing high-resolution spatial data that serves all municipal, governmental and private sectors. Field: Operations and services.
2019	SLA with Abu Dhabi General Services Company (Musanada) to "Outsource On-Site Inspections of Construction Works in Government Projects Implemented by Abu Dhabi General Services Company (Musanada)". Scope: Exemption from on-site inspection procedures for government projects implemented by Musanada. Field: Operations and services.
2019	MoU with Singapore a.k.a Garden City for "Sharing Experiences and Best Practices in the Field of Green Projects". Scope: Working on the development of green space projects as well as research and studies that support urban planning and infrastructure projects and standards, greening of desert lands and other related fields. Field: International.
2019	Cooperation programme with the Ministry of Housing in Saudi Arabia. on "Property Development". Scope: Raising the efficiency of work and serving strategic goals of both parties according to the highest international standards in the real estate sector, while focusing on the aspects related to sales productivity. Field: Operations and services.
2019	SLA with Al Ain Cooperative Society on "Selling Subsidised Goods to Citizens in Al Ain Cooperative Society Branches". Scope: Selling subsidised goods to citizens in Al Ain Cooperative Society branches. Field: Operations and services.
2019	SLA with Al Dhafra Cooperative Society on "Selling Subsidised Goods to Citizens in Al Dhafra Cooperative Society Branches". Scope: Selling subsidised goods to citizens in Al Dhafra Cooperative Society branches. Field: Operations and services.
2019	MoU with the Ministry of Culture & Knowledge Development on "Achieving Common Strategic Goals". Scope: Enhancing quality of life through an integrated approach towards the sustainable urban development of Abu Dhabi Emirate. Field: Operations and services.
2019	MoU with Smart Crowd Limited on "Exchanging Experiences and Best Practices in the Field of Real Estate Investment through Joint Ownership". Scope: Promote economic growth in the country and encourage real estate investment through collective ownership. Field: Operations and services.
2019	A Memorandum of Intent with Emirates Foundation (Takatof) on "Organising the 10th World Urban Forum 2020". Scope: Providing volunteers to help organise the World Urban Forum 2020. Field: Operations and services.
2019	Cooperation agreement with HERE Europe B.V on "Surveying the Road Network in the Emirate of Abu Dhabi". Scope: Update data related to ground navigation to determine locations, distinct features, paths and reach the targeted addresses. Field: Operations and services.
2019	MoU with Etihad Airways on "Mutual Cooperation for Development in the Field of Creativity and Innovation". Scope: Exchanging experiences and best knowledge practices, and participating in innovative activities and competitions between the two parties. Field: Operations and services.

2019	SLA with Abu Dhabi Cooperative Society on “Selling Subsidised Goods to Citizens in Abu Dhabi Cooperative Society Branches.” Scope: Selling subsidised goods to citizens in Abu Dhabi Cooperative Society branches. Field: Operations and services.
2019	Cooperation agreement with Trans Emirates Livestock Trading L.L.C. (Al Mawashi) on “Regulating the Supply of Livestock of Australian Sheep, Goats and Cows”. Scope: Ensure legal requirements to slaughter Australian livestock adheres to the euthanasia law in all approved DMT slaughterhouses. Field: Operations and services.
2019	SLA with Baniyas Cooperative Society on “Selling Subsidised Goods to Citizens in Baniyas Cooperative Society Branches”. Scope: Selling subsidised goods to citizens in Baniyas Cooperative Society branches. Field: Operations and services.
2019	Cooperation agreement with Merali’s Chartered Accountants and Registered Auditors on “Reviewing the Budget for Fees for Jointly Owned Real Estate Services”. Scope: Joint ownership of real estate services, increasing competitiveness and raising transparency for the real estate sector, and developing indicators of service fees and complex fees for investment areas in Abu Dhabi. Field: Operations and services.
2019	Cooperation agreement with the Department Of Health (DoE) regarding “Epidemiological Investigation of Waterborne Diseases”. Scope: Joint cooperation on epidemiological investigation of waterborne diseases in public places, ensuring public health and safety and reducing risk of infection transmitted via public water. Field: Operations and services
2019	Cooperation agreement with registration authority at Abu Dhabi Global Market regarding the “Regulation of Real Estate Procedures in the Name of Abu Dhabi Global Market Institutions”. Scope: Facilitating the Abu Dhabi Global Market’s ownership of lands and real estate in the Emirate of Abu Dhabi. Field: Operations and services.
2019	Cooperation agreement with the registration authority at Abu Dhabi Global Market on “Organising Design, Interior and Construction Works inside Al Maryah Island and Related Permits, in Addition to Cooperation in the Areas of Smart City Applications and Artificial Intelligence”. Scope: Improving aspects of life for residents and visitors of Abu Dhabi City and Al Maryah Island, activating the DMT innovation system and attracting investment to Al Maryah Island and DMT projects. Field: Operations and services.
2019	MoU with the International Center for Local Agriculture (ICBA) regarding “Cooperation and Providing a Common Framework”. Scope: Irrigation with salt water and the use of salt cultivation to coordinate the landscape, and the sustainability of natural resources, including water and soil. Field: Operations and services.
2019	SLA with the Abu Dhabi Agriculture and Food Safety Authority concerning the “Transfer of Local Meat Stamping Function to the Emirate’s Municipalities”. Scope: Seamless facilitation of local meat traders and companies when monitoring and releasing shipments of locally slaughtered meat, and increase of trade and circulation of these materials from meat coolers of commercial slaughterhouses. Field: Operations and services.
2019	Cooperation Agreement with the Department of Finance, the Department of Transport, Abu Dhabi General Services Company (Musanada), and Abu Dhabi Sewerage Services Company regarding “Developing and Exchanging Data for the Electronic System for Capital Projects (CIPs).” Scope: Developing the planning process for capital investment in Abu Dhabi by creating a unified platform for drawing and following-up CIPs for government entities. Field: Operations and services.
2019	Cooperation Agreement with Emirates Islamic Bank on “Easy Payment Plan”. Scope: Instalment fees for services provided to DMT and affiliate customers using credit cards and direct debit without interest or transaction fees on the DMT and its affiliated entities. Field: Operations and services.
2019	Memorandum of Cooperation with Emirates Events on “Installing a Mosaic Piece of Work of the Late Sheikh Zayed, Founding Father of the UAE.” Scope: Installation of mosaic listed in the Guinness World Records as the largest notebook mosaic logo in the world. Field: Operations and services.
2019	Cooperation Agreement with the Giffin Traffiks Company LLC regarding “Installing Mailboxes for Homes in the Emirate of Abu Dhabi”. Scope: Installation of mailboxes (optional) for Abu Dhabi citizens, which will be activated as part of services provided through the SmartPass system. Field: Operations and community services.

2019	A partnership agreement with Emirates Global Aluminium Company on “Financing a Community Bus Within the Social Responsibility Initiatives”. Scope: Community bus financing, as part of the CSR initiatives Field: Operations and community services.
2019	Cooperation Agreement with First Abu Dhabi Bank on “Easy Payment Plan”. Scope: Installment plans for the fees of services provided to customers. Domain: Operations and services.
2019	SLA with the Abu Dhabi Housing Authority, and the Abu Dhabi General Services Company (Musanada) on “The Implementation of the Detailed Master Plan Project for Housing Projects.” Scope: Executing the detailed project plan for housing projects. Domain: Building, construction and infrastructure.
2019	Cooperation Agreement with the Department of Economic Development (DED) on “Real Estate Professions and Advertisements”. Scope: Regulating the real estate market in the Emirate of Abu Dhabi. Domain: Operations and services.
2019	At Cityscape, the DMT unveiled a number of innovative projects and initiatives under Ghadan 21 (Tomorrow 21) as part of the three-year Government Accelerator Programme. Aiming to enhance the quality of life and happiness of Abu Dhabi communities to become the world’s leading destination to live, work and visit, the DMT is focusing on core aspects - transport, the urban environment, promoting healthy and active lifestyles, and cultural projects. More than 9,000 visitors attended the DMT stand - 30% of the total audience, with a total of 300 gifts distributed to visitors.
2019	Over 20,000 visitors attended the DMT stand at Abu Dhabi International Fair 2019 through a group of various publications launched at the exhibition. A series of seminars and presentations, led by the DMT, included the Smart Hub platform and World Urban Forum. A children’s section was set up to encourage reading among young people through a number of fun educational activities, which coincided with the Young Ambassador Program, aimed at fostering teamwork. A total of 600 gifts were distributed to visitors at the stand.
2019	Following the achievement of its digital transformation project, DMT took part in GITEX, maintaining partnerships between the public and private sector and supporting a collective vision to become the digital world’s most competitive city. Over 11,000 visitors came to the DMT pavilion, which was 10% of the exhibition’s total attendance. Among the highlights was the public health services project, presented using the Internet of Things.
2019	In an active pursuit to preserve the environment, DMT took part in the Liwa Date Festival, attracting 15,000 visitors to its stand. The entity presented several capital projects and digital services on how to achieve sustainable standards in the region. This included guidelines on the recycling of palm waste, and display of wild plants, launched by Al Ain Municipality.
2019	The DMT took an instrumental role in the logistics and event infrastructure of the Al Dhafra Camel Festival, which celebrates culture and heritage, and the national spirit, especially among youngsters. The entity facilitated coordination of visitors and participants via connecting roads and led provision of services to the barn owners. It also provided logistical support to festival participants, led health and safety awareness campaigns and maintained the general appearance of event grounds.
2019	In partnership with the Ministry of Foreign Affairs and International Cooperation, and the United Nations Human Settlements Program, the DMT hosted the the Arab Urban Development Forum, which is an opportunity to set priorities and exchange knowledge about innovative practices to advance the sustainable development of Arab cities. The DMT highlighted the development of urban systems and policies in line with economic, social and technological changes, and published a report on its findings.
2019	The DMT worked in partnership with a group of major real estate developers at the International Luxury Property Show, in Shanghai With collective and concerted efforts, the DMT enhanced Abu Dhabi’s reputation in real estate, highlighting prime market features and the incentives of real estate investment in the Emirate. The DMT also raised awareness of its services, including real estate leasing, circulation, and spatial data, among Chinese investors.
2019	The DMT signed a Cooperation and Partnership Agreement with the Abu Dhabi Stock Exchange on the real estate registration procedures of Abu Dhabi. The aim is to monitor the transfer of shares and enhance the Emirate’s position as an advanced economic center for strategic cooperation with real estate companies, including those with vested interests in mega projects.
2019	As a strategic partner in enhancing the real estate market and increasing its transparency on both regional and international fronts, the DMT raised awareness of all its latest offerings at the International Real Estate and Investment Exhibition. This included a new and simplified investor’s journey, latest guidelines, laws and real estate legislation in the Emirate, and registration steps for lease contracts and mortgages.



07

APPENDIX

7.1 Appendix 1 - Material Topics and their Boundaries

Material Topics	Material within the organisation or external	Relevant External Stakeholders				
		Government	Customers	Partners	Society	Suppliers
Environmental						
Energy	Both	✓	✓	✓	✓	✓
Water	Both	✓	✓	✓	✓	✓
Emissions	Both	✓			✓	
Environmental Compliance	Both	✓			✓	
Supplier Environmental Assessment	Both	✓	✓	✓	✓	✓
Economic						
Economic Performance	Both	✓	✓	✓	✓	✓
Procurement Practices	Both	✓		✓	✓	✓
Innovation	Both	✓	✓	✓	✓	✓
Social						
Employment	Both	✓			✓	
Occupational Health and Safety	Both	✓		✓		✓
Training and Education	Within					
Diversity & Equal Opportunity	Within					
Non Discrimination	Both	✓		✓	✓	✓
Local Communities	Both	✓			✓	
Disaster/ Emergency Planning and Response	Both	✓	✓	✓	✓	✓
Customer Health and Safety	External	✓	✓		✓	
Socioeconomic Compliance	Both	✓			✓	
Provision of Information	Both	✓	✓	✓	✓	✓

7.2 Appendix 2 - GRI Content Index

GRI Standard	Disclosure	Description	Page
GRI 101: Foundation			
GRI 102: General Disclosures	General Disclosures		
	1-102	Name of the organisation	8
	2-102	Activities, brands, products, and services	10 - 11 - 12 - 13 - 14 - 15 - 16
	3-102	Location of headquarters	8
	4-102	Location of operations	11 - 12
	5-102	Ownership and legal form	5 - 8 - 16
	6-102	Markets served	10 - 11 - 12 - 13 - 14 - 15 - 16
	7-102	Scale of the organisation	16
	8-102	Information on employees and other workers	54
	9-102	Supply chain	28 - 29 - 30 - 72
	10-102	Significant changes to the organisation and its supply chain	28 - 29 - 30 - 72
	11-102	Precautionary principle or approach	31
	12-102	External initiatives	36 - 37 - 38 - 39 - 40 - 43 - 45
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	14-102	Statement from senior decision-maker	6
	16-102	Values, principles, standards, and norms of behaviour	4
	18-102	Governance structure	30 - 31 - 33 - 34 -
	40-102	List of stakeholder groups	19 - 21 - 22
	41-102	Collective bargaining agreements	not Applicable
	42-102	Identifying and selecting stakeholders	28 - 29
	43-102	Approach to stakeholder engagement	28
	44-102	Key topics and concerns raised	28 - 29

7.2 Appendix 2 – GRI Content Index

GRI Standard	Disclosure	Description	Page
GRI 102: General Disclosures	54-201	Entities included in the consolidated financial statements	16
	64-201	Defining report content and topic boundaries	2 - 3 - 7
	74-201	List of material topics	33
	84-201	Restatements of information	7
	94-201	Changes in reporting	There are no major changes
	05-201	Reporting period	7
	15-201	Date of most recent report	7
	25-201	Reporting cycle	7
	35-201	Contact point for questions regarding the report	7
	45-201	Claims of reporting in accordance with the GRI Standards	This report has been prepared according to GRI criteria, basic level
	55-201	GRI content index	74 - 75 - 76 - 77
	65-201	External assurance	7

Material Topics

Economic

Economic Performance

GRI 103 Management Approach	1-103	Explanation of the material topic and its boundary	60 - 61
	2-103	The management approach and its components	60 - 61 - 62 - 62 - 63 - 64 - 65 - 66 - 67 - 68 - 69 - 70 - 71 - 72
	3-103	Evaluation of the management approach	60 - 61
GRI 201 Economic Performance	201-1	Direct economic value generated and distributed	65 - 66 - 67 - 68 - 69 - 70 - 71
	201-2	Financial implications and other risks and opportunities due to climate change	40 - 41 - 42

Procurement Practices

GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	30 - 31 - 50 - 51 - 52 - 72
	103-2	The management approach and its components	30 - 31 - 50 - 51 - 52 - 72
	103-3	Evaluation of the management approach	30 - 31 - 50 - 51 - 52 - 72
GRI 204 Procurement Practices	204-1	Proportion of spending on local suppliers	30 - 31 - 50 - 51 - 52 - 72

7.2 Appendix 2 – GRI Content Index

GRI Standard	Disclosure	Description	Page
Innovation			
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	20 - 33
	103-2	The management approach and its components	20 - 33
	103-3	Evaluation of the management approach	20 - 33
Non GRI Disclosure		Initiatives results	26 - 27 - 28
Environmental			
Energy			
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	36 - 37
	103-2	The management approach and its components	36 - 37
	103-3	Evaluation of the management approach	36 - 37
GRI 302 Energy	302-1	Energy consumption within the organisation	28 - 36 - 37
	302-4	Reduction of energy consumption	65 - 66 - 67 - 68
Water			
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	36 - 37
	103-2	The management approach and its components	36 - 37
	103-3	Evaluation of the management approach	36 - 37
GRI 303 Water	303-1	Interactions with water as a shared resource	23 - 36 - 37
	303-2	Management of water discharge-related impacts	43
	303-3	Water withdrawal	36 - 37
	303-4	Water discharge	43
	303-5	Water consumption	23
Emissions			
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	40 - 41 - 42
	103-2	The management approach and its components	40 - 41 - 42
	103-3	Evaluation of the management approach	40 - 41 - 42

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GRI Standard	Disclosure	Description	Page
Emissions			
GRI 305 Emissions	305-1	Direct (Scope 1) GHG emissions	65 - 66
	305-2	Energy indirect (Scope 2) GHG emissions	not Applicable
	305-4	GHG emissions intensity	not Applicable
	305-5	Reduction of GHG emissions	not Applicable
	303-5	Water consumption	23
Environmental Compliance			
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	65 - 66
	103-2	The management approach and its components	65 - 66
	103-3	Evaluation of the management approach	65 - 66
GRI 307 Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	65 - 66
Supplier Environmental Assessment			
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	33
	103-2	The management approach and its components	36
	103-3	Evaluation of the management approach	29
GRI 308 Supplier Environmental Compliance	308-1	New suppliers that were screened using environmental criteria	31
	308-2	Negative environmental impacts in the supply chain and actions taken	No harmful environmental impacts were reported in 2019
Social			
Employment			
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	34 - 69
	103-2	The management approach and its components	34 - 69
	103-3	Evaluation of the management approach	34 - 69
GRI 401 Employment	401-1	New employee hires and employee turnover	31 - 33 - 34 - 60
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	34

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GRI Standard	Disclosure	Description	Page
Occupational Health & Safety			
GRI 103 Management Approach	403-1	Occupational health and safety management system	13 - 60
	403-2	Hazard identification, risk assessment, and incident investigation	10
	403-3	Occupational health services	54
GRI 403 Occupational Health and Safety	403-1	Occupational health and safety management system	13 - 60
	403-2	Hazard identification, risk assessment, and incident investigation	10
	403-3	Occupational health services	54
	403-4	Worker participation, consultation, and communication on occupational health and safety	33 - 34
	403-5	Worker training on occupational health and safety	33 - 34
	403-6	Promotion of worker health	33 - 34
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationship	33 - 34 - 60
	403-9	Work-related injuries	No injuries were reported
Training & Education			
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	34 - 49 - 50 - 51 - 52 - 53 - 54
	103-2	The management approach and its components	34 - 49 - 50 - 51 - 52 - 53 - 54
	103-3	Evaluation of the management approach	34 - 49 - 50 - 51 - 52 - 53 - 54
GRI 405 Diversity & Equal Opportunity	404-1	Average hours of training per year per employee	34 - 49 - 50 - 51 - 52 - 53 - 54 - 60 - 69
	404-2	Programs for upgrading employee skills and transition assistance programs	34 - 49

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Diversity & Equal Opportunity			
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	34 - 48 - 69 - 70 - 71
	103-2	The management approach and its components	34 - 48 - 69 - 70 - 71
	103-3	Evaluation of the management approach	34 - 48 - 69 - 70 - 71
GRI 405 Diversity & Equal Opportunity	405-2	Ratio of basic salary and remuneration of women to men	54
Non Discrimination			
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	34 - 54
	103-2	The management approach and its components	34 - 54
	103-3	Evaluation of the management approach	34 - 54
GRI 406 Non Discrimination	406-1	Incidents of discrimination and corrective actions taken	No incidents were reported in 2019
Local Communities			
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	48 - 49 - 50 - 51 - 52 - 53 - 54 - 55 -
	103-2	The management approach and its components	48 - 49 - 50 - 51 - 52 - 53 - 54 - 55 -
	103-3	Evaluation of the management approach	48 - 49 - 50 - 51 - 52 - 53 - 54 - 55 -
GRI 413 Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	48 - 49 - 50 - 51 - 52 - 53 - 54 - 55 -
Disaster/ Emergency Planning & Response			
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	10 - 11 - 12 - 13 - 14 - 15
	103-2	The management approach and its components	10 - 11 - 12 - 13 - 14 - 15
	103-3	Evaluation of the management approach	10 - 11 - 12 - 13 - 14 - 15

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GRI Standard	Disclosure	Description	Page
Customer Health & Safety			
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	36 - 41 - 49 - 72
	103-2	The management approach and its components	36 - 41 - 49 - 72
	103-3	Evaluation of the management approach	36 - 41 - 49 - 72
GRI 416 Customer Health & Safety	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents of non-compliance were reported in 2019
Socioeconomic Compliance			
GRI 103 Management Approach	103-1	Explanation of the material topic and its boundary	16 - 17 - 19 - 33
	103-2	The management approach and its components	16 - 17 - 19 - 33
	103-3	Evaluation of the management approach	16 - 17 - 19 - 33
GRI 419 Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	There are no financial or non-financial penalties for non-compliance





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