



Driving our vision. Delivering sustainably.

SUSTAINABILITY REPORT 2023

Table of Contents.

1. Introduction	04
About this Report	04
Purpose	05
Scope of the Report	05
Message from our Chairman	06
About DMT	08
Who we are	08
Our Structure and Governance	08
Roles and Responsibilities	09
Our Vision and Mission	10
DMT Strategy	12
Key Sustainability Achievements in 2023	17
2. Our Sustainability Pathway	18
DMT Materiality Assessment	20
Engage our Stakeholders	22
Our Sustainability Focus Areas	24
Our Alignment with National and International Goals	25
3. Advancing Environmental Stewardship	26
Managing Energy Use	26
Addressing Climate Change and GHG Emissions	30
Waste Management and Circular Economy	33
Water Conservation and Management	34
Preserving Biodiversity	35
Environmental Compliance and Assessments	36
Spotlight on Our Projects	36
Our Suppliers	36

4. Nurturing Our People and Empowering Communities 38

Our Workforce 40

Talent Attraction and Retention 41

Employee Training and Development 43

Fostering Diversity 45

Commitment to Health and Safety 47

Community Wellbeing and Social Development 49

Embracing Digital Transformation 52

Ensuring Customer Satisfaction 55

5. Upholding Governance and Ethics 56

Leadership at DMT 58

Ethical Conduct and Compliance 60

Risk Management and Organisational Resilience 61

Risk Management Process 61

Business Continuity 62

Due Diligence 62

Safeguarding Cybersecurity and Data Integrity 63

Advancing a Sustainable Supply Chain 64

Collaborative Partnerships and Stakeholder Engagement 66

Economic Impact 67

Appendix 68

GRI Content Index 68

Shaping a Smart, Sustainable City.

INTRODUCTION

About this Report

This report represents Abu Dhabi's Department of Municipalities and Transport's (DMT) fifth annual Sustainability Report. The report provides insights into DMT's sustainability-related performance, initiatives, and programmes, showcasing our ongoing commitment to sustainable development across the emirate.



Purpose

The primary purpose of this report is to offer DMT stakeholders a detailed and transparent overview of our Environmental, Social, and Governance (ESG) performance. By focusing on significant material aspects identified through a rigorous materiality assessment, the report adheres to fundamental reporting principles such as accuracy, completeness, and balance.

The Sustainability Report is written in accordance with the GRI Standards. It also aligns with the United Nations Sustainable Development Goals (UN SDGs), United Nations Global Compact (UNGC) principles, and the United Arab Emirates (UAE) Centennial 2071 vision, among other relevant frameworks and initiatives.

Scope of the Report

The reporting boundary for the data in this report is confined to the DMT headquarters and its operations in Abu Dhabi. It does not include data from our municipalities in Abu Dhabi, Al Ain, Al Dhafra region, or our arm, the Integrated Transport Centre (ITC).

Unless stated otherwise, the data in this report covers the reporting period between 1 January and 31 December 2023.

DMT welcomes any feedback and suggestions on all its activities and operations, including sustainability performance and commitments. If you have any feedback, please contact:

info@dmtd.gov.ae

Chairman's Message.



Mohammed Ali Al Shorafa
Chairman of the Department of
Municipalities and Transport
- Abu Dhabi



It is with great pride that I present our fifth annual sustainability report, marking a year of progress and purpose. As we reflect on the past year, we are reminded that our path towards ecological stewardship goes beyond corporate goals — it's a commitment to building a resilient and prosperous future.



2023 has been a milestone year for DMT and for our Emirate. We've aligned our efforts with the UAE's vision, transitioning into a new era of environmental and social responsibility.

Our initiatives have also turned challenges into opportunities, reducing our carbon footprint through innovative technologies across our operations and driving positive change across the country.

In terms of social responsibility, we've deepened our connection to Abu Dhabi's unique culture by fostering inclusive workplaces, engaging with the community, and celebrating diversity.

Meanwhile, governance continues to be a cornerstone of our operations, with enhanced internal controls and transparency that exceed stakeholder expectations. This focus safeguards our long-term renewable practices, while reinforcing trust in our organisation.

I am particularly proud to announce that Abu Dhabi has once again been named the Smartest City in the MENA region for the third year in a row by the IMD Smart City Index, recognising our use of artificial intelligence and the Internet of Things (IoT) to improve everyone's quality of life.

Economically, we've continued to navigate global challenges with resilience and wisdom, shaping our strategies to ensure lasting value for our stakeholders while contributing to the UAE's prosperity.

As we move forward, I would like to express my sincere gratitude and appreciation to our team, our partners, and our community. Your efforts, innovative spirit, and shared vision are the driving force behind our success. We are not just building infrastructure together; we are creating a legacy of conservation that will last for generations.



About DMT.

Who we are

DMT, established by Law No. 30 of 2019 in Abu Dhabi, is responsible for managing the infrastructural plans of the urban sector and the transportation sector across Abu Dhabi, Al Ain, and Al Dhafrah Region.

Our Structure and Governance

DMT is structured to regulate and monitor the urban development of Abu Dhabi through concentrated supervision and continuous management of the municipalities and the ITC. The department reports to the Abu Dhabi Executive Council, which is the local executive authority of the emirate. His Excellency Mohammed Ali Al Shorafa, the chairman of DMT, is an important member of this council.

In 2023, DMT expanded its governance structure to enhance its regulatory capabilities and support Abu Dhabi's development goals. The Abu Dhabi Executive Council established the Abu Dhabi Centre for Projects and Infrastructure, reporting to the chairman of DMT. This centre is tasked with overseeing capital projects in the emirate, including studying and recommending projects to the Executive Council, monitoring implementation, standardising contract models and design standards, and enhancing private sector involvement through public-private partnerships.

Further strengthening its regulatory framework, DMT launched the Abu Dhabi Real Estate Centre (ADREC) in the same year. ADREC aims to unify and enhance real estate services in the emirate by establishing a comprehensive regulatory framework, ensuring transparency, and protecting stakeholder interests. The centre focuses on four main axes: real estate strategy, promotion, regulation, and transaction management. It also streamlines procedures for real estate activities and collaborates with developers to improve project quality, ultimately supporting Abu Dhabi's position as a leading destination for real estate investments.



Roles and Responsibilities

DMT is central to shaping Abu Dhabi's urban and transportation landscape. We oversee urban strategy and planning, design smart cities, and develop sustainable transport networks to elevate the quality of life. Our department formulates policies, issues licences, and ensures compliance with local and international legislation. Additionally, DMT conducts performance assessments, monitors affiliated entities, and submits analytical reports to the Abu Dhabi Executive Council. We also

promote private sector partnerships and investments within its jurisdiction.

Through these functions, we aim to establish Abu Dhabi as a premier destination to live, work, and visit, while supporting sustainable development across various sectors and maintaining high standards for all residents and visitors.

The department is responsible for:

Audit and Compliance:

Ensuring that all activities and operations comply with established standards and regulations

Security:

Maintaining safety and security within the emirate

Communication:

Promoting core values related to municipality and transportation services

Performance Monitoring:

Overseeing the operational performance of its affiliated entities to ensure efficiency and effectiveness

Guideline Establishment:

Setting guidelines to ensure compliance with regulations



Our Vision and Mission.

Vision

Urban development and integrated transportation that enhance quality of life

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

Values

Our values are meant to guide our behaviour and decisions in everything we do:



Empowerment



Transparency



Participation



Productivity



Future Shaping



Innovation



Positivity





DMT Strategy.

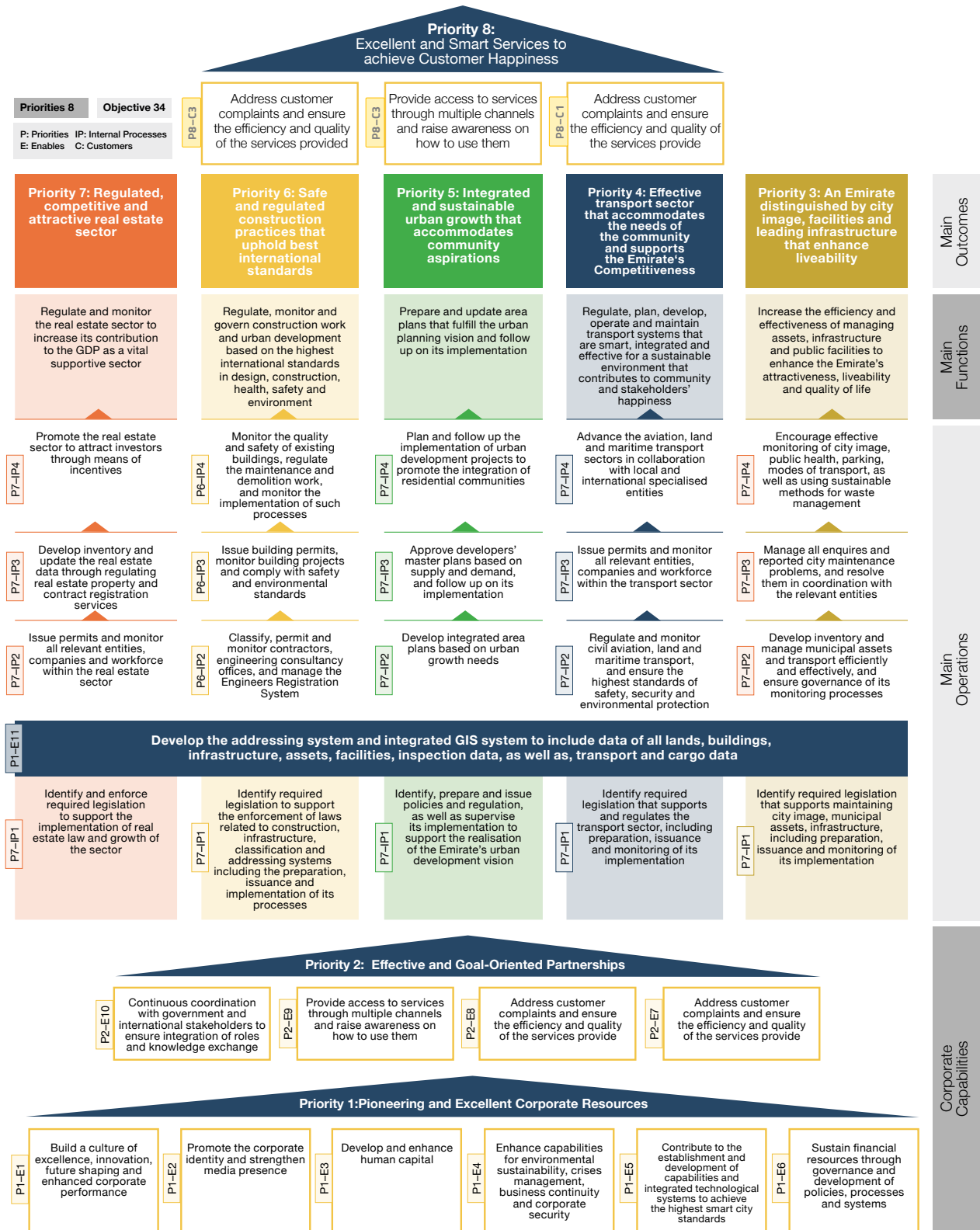
In 2023, DMT has intensified its commitment to sustainability, elevating its strategic approach to address the evolving challenges and opportunities in urban development.

Our strategy now serves as a keystone of DMT's operations, embedded into our decision-making processes and long-term planning. This holistic approach not only aligns with the UAE's ambitious sustainable development goals but also positions the Emirate of Abu Dhabi as a pioneer in creating resilient, smart, and sustainable urban

environments. By establishing clear, measurable objectives and innovative initiatives across key focus areas, DMT is setting new benchmarks for sustainable urban management and development, ensuring a legacy of prosperity and environmental preservation for future generations.



Corporate Strategy



Liveability Strategy.

DMT is dedicated towards pioneering Abu Dhabi's journey towards becoming a premier destination and has established its strategic priorities in the liveability strategy to translate the ambitions into actionable outcomes.

The aim of the liveability strategy is to enhance Abu Dhabi's urban environment by revitalising districts, diversifying transport options, ensuring safety, offering varied housing and social support, fostering a transparent aviation sector, streamlining government services, and stimulating real estate investment.

In 2023, DMT has implemented initiatives to deliver on its commitment to the first cycle of the liveability strategy by revitalising and developing districts as outlined below. The second cycle of the liveability strategy commenced in 2024 to ensure a continuation and update of the key initiatives and planned outcomes.

Key projects/initiatives

Project 1.

Revitalise National Communities:

The initiative aims to increase the overall completeness percentage of complementary infrastructure and community facilities for 9 selected areas

Short-and-long-term outcomes

- Achieved 75% of selected district completeness score in 2023

Project 2.

Community Prioritised Project:

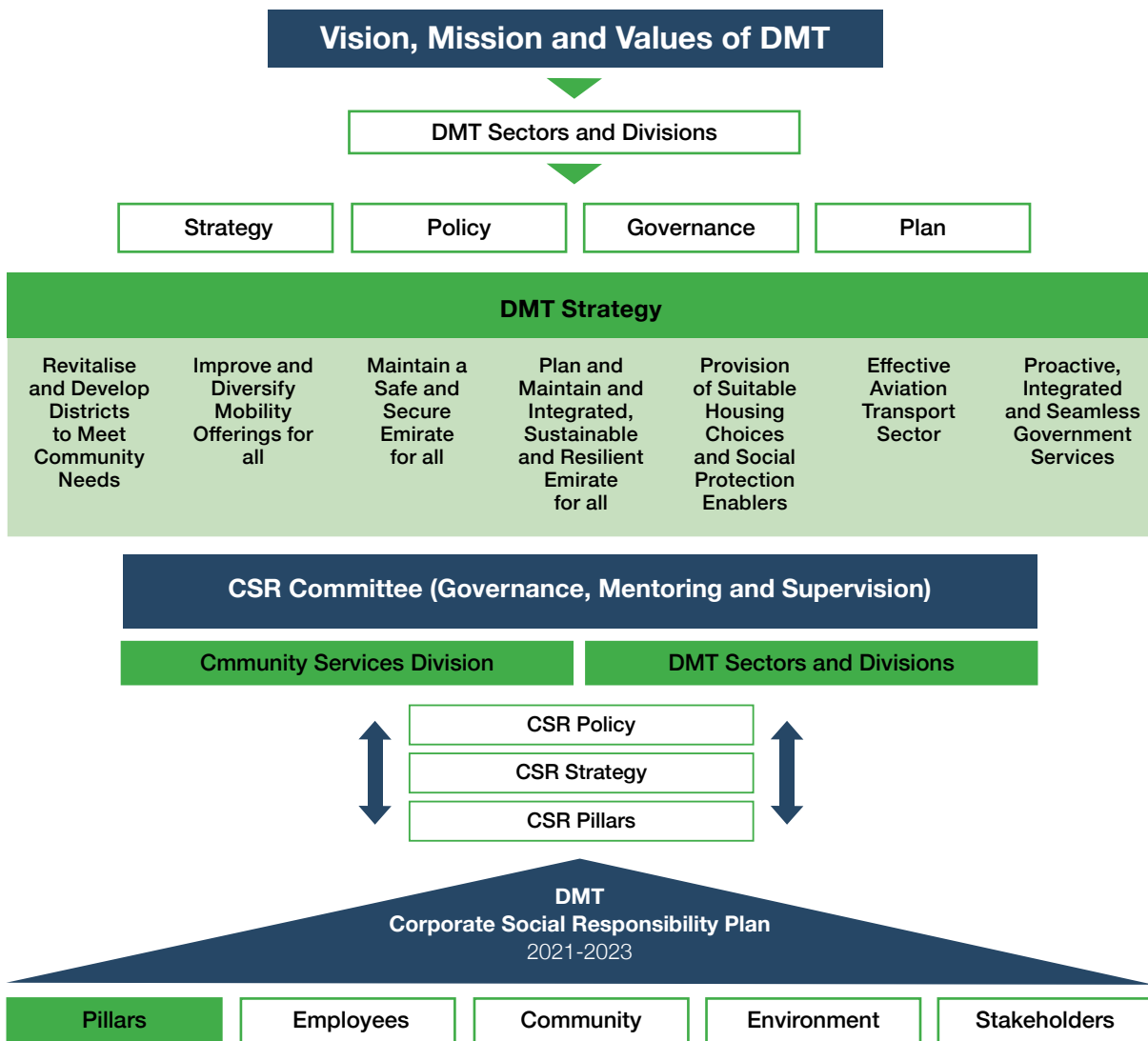
Increase both community facilities and infrastructure facilities to 50% in 54 areas within Abu Dhabi Emirate to meet community needs, and enhance the quality of life and the overall district scores

Short- and -long-term outcomes

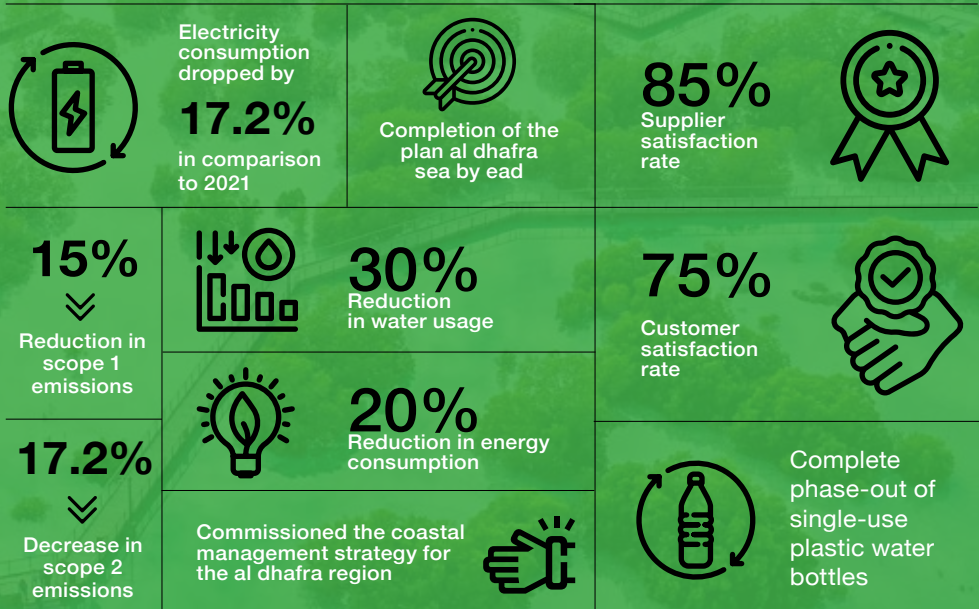
- Achieved 74.2% of selected district completeness score in 2023
- Delivering a total of approximate 473 km of cycle, street landscape and walkways over the three regions
- Delivering 183 different community facilities.

Our Alignment with Corporate Social Responsibility.

DMT’s strategic pillars are closely aligned with the overall CSR plan. This alignment ensures that our core strategies enhance our commitment to social responsibility. By integrating the strategic pillars with the CSR governance framework, we aim to address key social, environmental, and economic challenges while driving sustainable growth.



Key Sustainability Achievements in 2023.



Awards & Certifications.

In 2023 DMT received several prestigious awards for their outstanding performance and commitment to best practices:

Harvard Business Council International Awards:

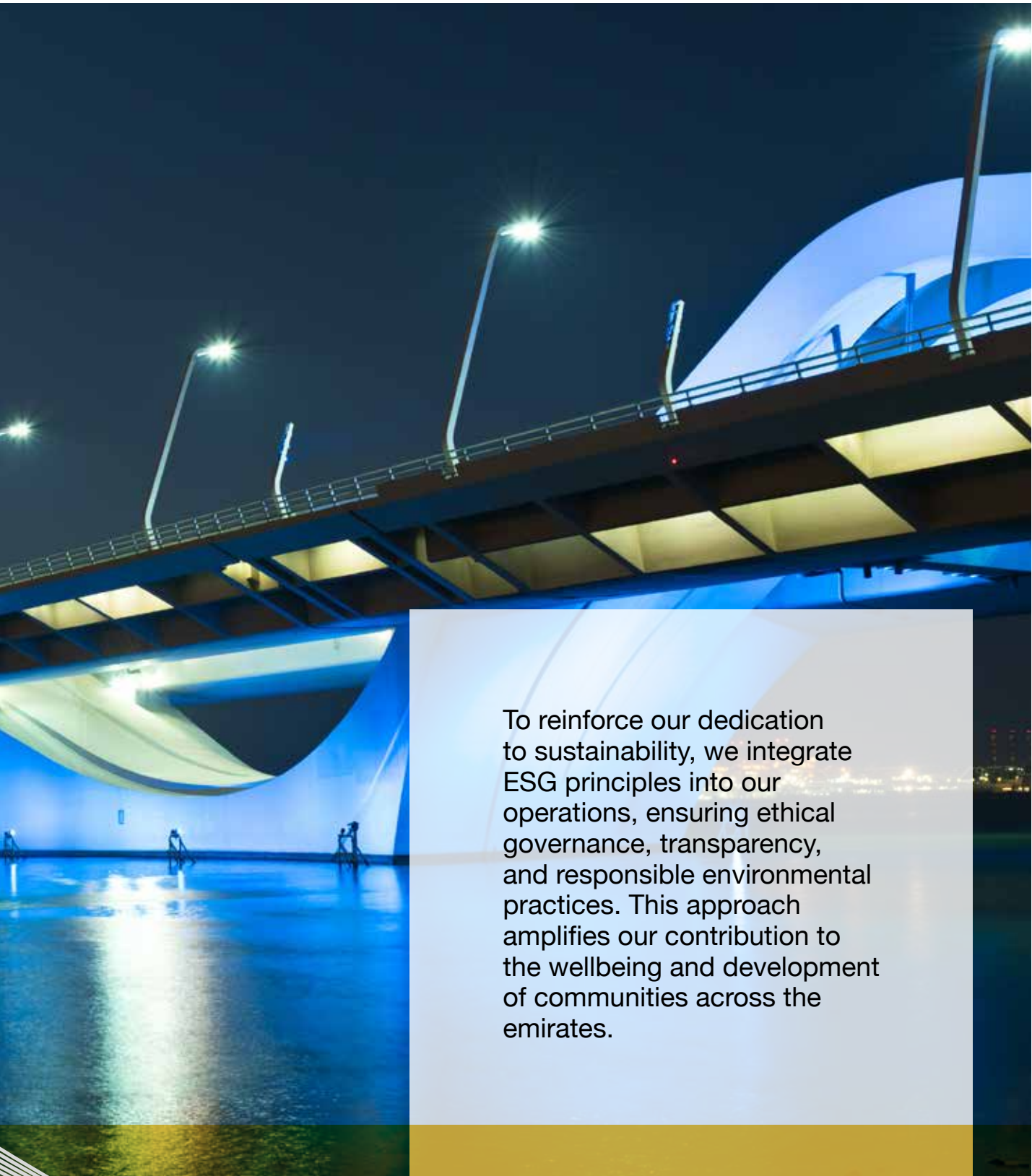


These accolades highlight our commitment to innovation, sustainability, and excellence in community development and transport management.

Our Sustainability Pathway.

Our approach and commitment to sustainable development is driven by the vision of the UAE's founding father, the late Sheikh Zayed bin Sultan Al Nayhan, to meet the needs of today to secure a sustainable tomorrow. At DMT, we are on a mission to lead with innovation in urban planning and transportation, delivering comprehensive municipal services that make a meaningful impact on our stakeholders, our communities, and the environment.





To reinforce our dedication to sustainability, we integrate ESG principles into our operations, ensuring ethical governance, transparency, and responsible environmental practices. This approach amplifies our contribution to the wellbeing and development of communities across the emirates.

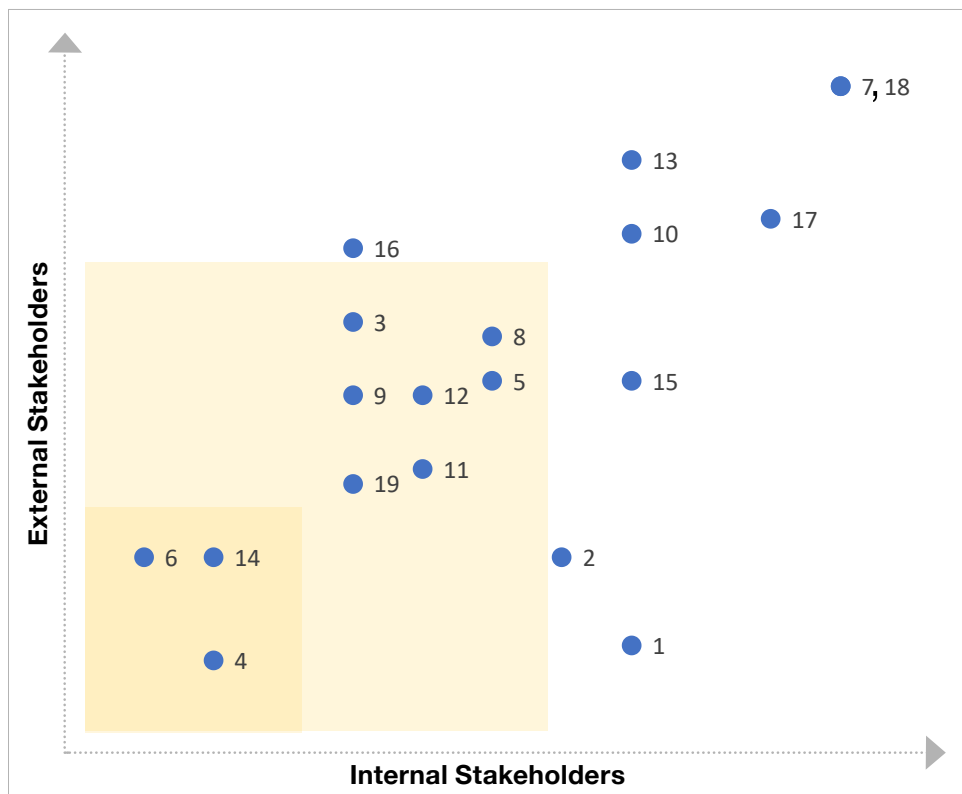
DMT Materiality Assessment.

A materiality assessment establishes the organisation's priority topics for enhanced sustainability management. The process of determining material topics for DMT in 2023 has been guided by the GRI Standards. The preliminary list of relevant topics has been identified through benchmarking and desktop research of publicly available information of selected peers, regional sustainability trends, and international standards and frameworks. Then, internal and external stakeholders have been consulted through collaborative workshops and surveys designed to assess the significance of material topics and its impact on the business and the stakeholders to prioritise the material topics and develop the matrix.









The list of material topics for DMT in 2023 includes 19 topics:

Environment	1	CLIMATE RESILIENCE & EMISSIONS
	2	ENERGY EFFICIENCY
	3	WATER MANAGEMENT
	4	BIODIVERSITY
	5	WASTE MANAGEMENT & CIRCULAR ECONOMY
	6	SUPPLIER ENVIRONMENTAL ASSESSMENT
Social	7	OCCUPATIONAL HEALTH & SAFETY
	8	TRAINING & DEVELOPMENT
	9	DIVERSITY, EQUALITY, AND NON-DISCRIMINATION
	10	COMMUNITY WELLBEING AND SOCIAL DEVELOPMENT
	11	EMPLOYEE ATTRACTION AND RETENTION
	12	PARTNERSHIPS AND STAKEHOLDER ENGAGEMENT
	13	INNOVATION AND DIGITISATION
Governance	14	RESPONSIBLE PROCUREMENT PRACTICES
	15	TRANSPARENCY AND ACCOUNTABILITY
	16	RISK MANAGEMENT
	17	ETHICAL CONDUCT AND ANTICORRUPTION
	18	DATA PRIVACY AND CYBERSECURITY
	19	ECONOMIC PERFORMANCE AND IMPACT



Engaging our Stakeholders.

In 2023, we maintained regular communication with our stakeholder groups to effectively assess their expectations. By actively communicating with stakeholders, we can align our business practices and initiatives to meet the evolving needs of our stakeholder groups and show our dedication to achieving mutual success and sustainability.

Stakeholder Category		Needs and Expectations
Government		<ul style="list-style-type: none"> • Conforming to national development strategies and initiatives • Adherence to regulatory standards
Customers		<ul style="list-style-type: none"> • Ensuring service excellence, safety, adherence to ethical practices, and affordability • Minimising the adverse environmental impact of operations
Employees		<ul style="list-style-type: none"> • Safe and protected workplace that adhere to ethical standards • Attractive remuneration packages • Opportunities for professional growth and learning • Commitment to providing equal chances for all
Partners		<ul style="list-style-type: none"> • Ongoing and structured communication and interaction • Memorandums of Understanding for cooperation on various matter
Suppliers		<ul style="list-style-type: none"> • Conducting assessments based on quality, costs, and environmental and social parameters • Assessing suppliers' satisfaction of the bidding process to enhance their experience
Community		<ul style="list-style-type: none"> • Maintaining transparency and open communication channels • Raising awareness on sustainability matters • Supporting local initiatives and businesses • Managing the environmental impacts

Mode Of Communication

Participation	Consultation	Collaboration
<ul style="list-style-type: none"> • Conducting awareness sessions for employees • Marketing campaigns and media events • Corporate level roadshows • Incentive programmes • Student visits • Supplier engagement • Seminars • Customer suggestion schemes 	<ul style="list-style-type: none"> • Satisfaction evaluation surveys for all stakeholders • Supervisor interaction • Direct customer feedback 	<ul style="list-style-type: none"> • Conducting Stakeholder materiality workshops • Establishing joint ventures • Launching partnerships with various entities



Our Sustainability Focus Areas.

DMT’s commitment to sustainability is not just a promise—it’s an approach that shapes our actions and decisions. At the heart, lies a vision of societal value, environmental stewardship, responsible operations, and the empowerment of people which are integrated within our organisation. This vision is supported by a set of comprehensive policies, including carbon footprint policy, business continuity management policy, performance management policy, governance policy, whistleblowing policy and anti-corruption policy.

In today’s dynamic world, we understand that true resilience and agility stem from responsible practices that preserve our planet and enrich our communities. By embedding ESG principles into our core operations, DMT is enhancing its services, while creating lasting value for our stakeholders and the environment.

Our Sustainability focus areas guide every initiative we undertake that contributes to the sustainable development of Abu Dhabi. It aligns with the UAE’s broader vision for a prosperous, inclusive, and environmentally conscious future.



Nurturing Environmental Resilience

- a. Climate Resilience and Emissions
- b. Energy Efficiency
- c. Water Management
- d. Waste Management and Circular Economy
- e. Biodiversity
- f. Supplier Environmental Assessment

01



Empowering Human Potential

- a. Occupational Health and Safety
- b. Training and Development
- c. Diversity, Equality and Non-discrimination
- d. Employee Attraction and Retention

02



Championing Ethical Governance

- a. Ethical Conduct and Anticorruption
- b. Transparency and Accountability
- c. Risk Management
- d. Data Privacy and Cybersecurity
- e. Partnerships and Stakeholder Engagement
- f. Responsible Procurement Practices

03



Accelerating Social and Economic Value

- a. Community Wellbeing and Social Development
- b. Innovation and Digitisation
- c. Economic Performance and Impact

04



Our Alignment with National and International Goals.

- International:**
- **Paris Agreement on Climate Change:** An international treaty aimed at limiting global warming to well below 2°C above pre-industrial levels, promoting climate resilience and low greenhouse gas emissions development.
 - **United Nations Sustainable Development Goals (UN SDGs):** A set of 17 interconnected global goals designed to achieve a more sustainable future for all, addressing challenges like poverty, inequality, climate change, and environmental degradation.
 - **United Nations Global Compact (UNGC) Principles:** The world's largest corporate sustainability initiative, calling on companies to align strategies and operations with universal principles on human rights, labour, environment, and anti-corruption.

- National (UAE):**
- **UAE Centennial 2071:** A long-term government plan aimed at preparing the UAE for future challenges, fostering a diversified knowledge economy, and enhancing the country's soft power.
 - **UAE Energy Strategy 2050:** A national strategy aiming to increase the contribution of clean energy in the total energy mix and reduce carbon footprint of power generation.
 - **UAE National Climate Change Plan 2050:** A comprehensive framework to address the causes and impacts of climate change, setting a pathway towards low-carbon green development.
 - **UAE Water Security Strategy 2036:** A comprehensive plan to ensure sustainable access to water during both normal and emergency conditions through effective water demand management and increased productivity.
 - **UAE Green Growth Strategy:** An initiative to enhance sustainable development by promoting clean energy, green technology, and sustainable resource use across various sectors.

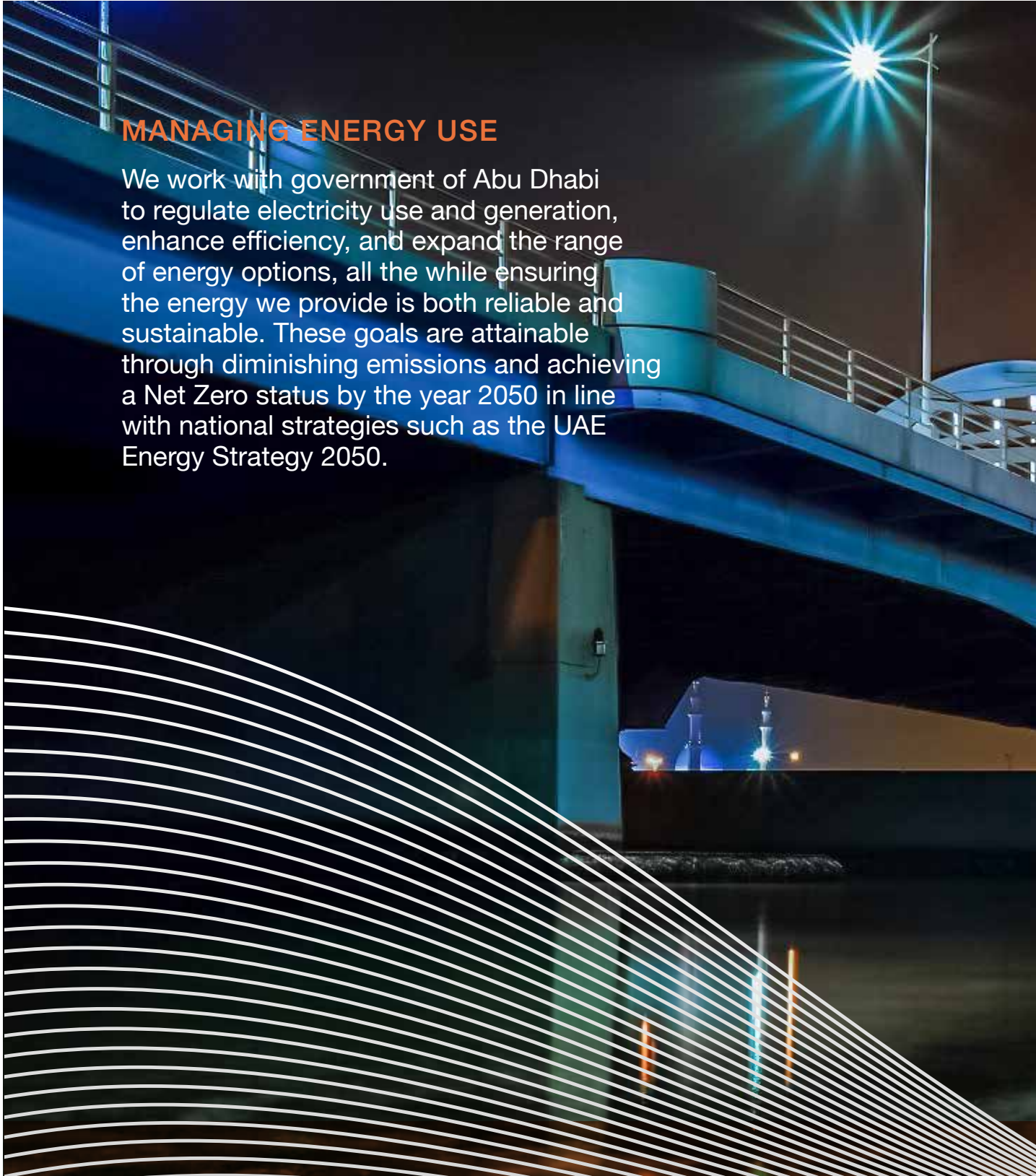
- Local (Abu Dhabi):**
- **Abu Dhabi Award for Excellence in Government Performance:** An initiative to foster healthy competition among government entities, encouraging innovation and the application of best practices in public service delivery.
 - **Abu Dhabi Economic Vision 2030:** A long-term plan for the transformation of the emirate's economy, focusing on sustainable growth and a shift towards a knowledge-based economy.




Advancing Environmental Stewardship.

MANAGING ENERGY USE

We work with government of Abu Dhabi to regulate electricity use and generation, enhance efficiency, and expand the range of energy options, all the while ensuring the energy we provide is both reliable and sustainable. These goals are attainable through diminishing emissions and achieving a Net Zero status by the year 2050 in line with national strategies such as the UAE Energy Strategy 2050.





In pursuit of the above goals, we are formulating and executing policies and initiatives listed below and are designed to boost energy conservation and reduce the greenhouse gas emissions:

- 1.** In collaboration with the Department of Energy (DoE), DMT is developing an energy conservation policy that will be mandatory for all its associated entities, contributing to Abu Dhabi's 2030 Energy and Water Efficiency Strategy.
- 2.** In a collaborative effort with the DoE and other government entities, DMT signed a Memorandum of Understanding (MoU) to support the Building Retrofit Programme, aimed at reducing water and power consumption and promoting the development of sustainable buildings across Abu Dhabi.
- 3.** Contributing to Abu Dhabi's Transportation Mobility Management Strategy (TMM) and Surface Transport Master Plan. DMT delivers top-tier sustainable mobility solutions which encompass utilising renewal energy and fuel alternatives for the public transportation system. The aim is to reduce CO₂ emissions across all transportation phases, starting with planning, and construction to operation.
- 4.** DMT has partnered with Sumitomo Corporation Middle East through an MoU signed at the annual Economic Council events. This partnership is set to explore the application of thermal insulation coatings in road projects within the Madinat Zayed - Dhafra region.

Case Study: Estidama Pearl Rating System (PRS)

The Estidama Pearl Rating System (PRS), initiated in 2010, represents a sustainability framework tailored to the United Arab Emirates. Estidama, meaning “sustainability” in Arabic, is designed with the region’s unique cultural and climatic conditions in mind. Its goal is to foster sustainable communities, buildings, and villas through a 1 to 5 Pearl rating scale that evaluates energy and water consumption, environmental quality, thermal comfort, material usage, and innovation.

Estidama PRS plays an essential role in the Department of Energy’s Demand Side Management (DSM) strategy, aiming for the year 2030. The program is projected to contribute to 17% of energy savings and a 3.5% reduction in total energy demand by 2030, highlighting its strategic importance.

Outcomes of Estidama implementation:

Since its inception, Estidama has achieved significant electricity savings of approximately 2090 GWh and water savings of 14.08 Mm³ as of 2023. By 2030, the anticipated impacts include 4,106 GWh of electricity savings, 25 Mm³ in potable water savings, cost avoidance of 3.4 billion AED, and a reduction of 4.8 million tonnes of CO₂e emissions.

The qualitative benefits of Estidama PRS are equally notable. It has improved residents’ quality of life by ensuring healthier living and working environments with better air quality and natural lighting. The program also promotes environmental stewardship, conserving resources, reducing pollution, and protecting biodiversity. Economic resilience is also strengthened through reduced operational costs, fostering long-term economic sustainability.

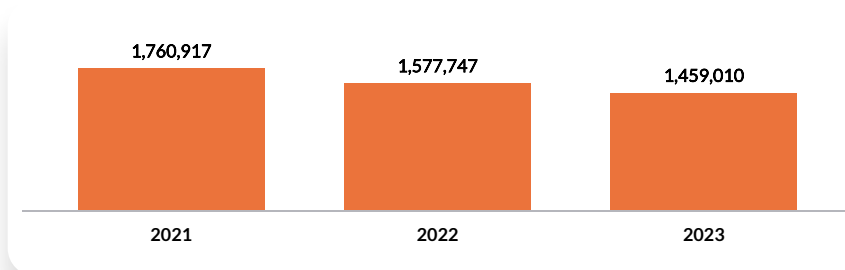


Our Energy Performance.

At DMT, we manage energy use by creating a positive culture among staff. This involves educating employees, forming dedicated energy teams, and appointing Energy Efficiency Champions who are recognised for outstanding energy-saving practices. Our focused energy-management efforts have delivered significant results.

By 2023 electricity consumption dropped by approximately 17.2% in comparison to 2021, leading to a notable decrease in scope 2 GHG emissions (see Section: Climate Change and GHG Emissions). These outstanding results may be attributed to the switch from regular lighting to LED lighting throughout our office, along with improved employee awareness regarding energy conservation practices.¹

Electric Consumption (kWh)



KPI	Unit	2021	2022	2023
Total Energy Consumption* (Electricity + Fuel)	GJ	7827	7743	6081
Energy Intensity	GJ/sqm	0.652	0.645	0.507

¹ In our continuous effort to provide the most precise and transparent energy data, we have transitioned to using the US EIA conversion factors in a refined methodology that enhances the accuracy of our energy consumption data. This improvement has led to the restatement of our energy figures in gigajoules (GJ) - a unit that aligns with global reporting standards and offers greater readability and comprehension compared to the previously used kilojoules (KJ)



Addressing Climate Change and GHG Emissions.

Climate change poses significant challenges to a city like Abu Dhabi, situated in a region already characterised by intense heat and aridity. As global temperatures rise, Abu Dhabi could experience extreme heatwaves, leading to increased demand for air conditioning and energy, which in turn could escalate GHG emissions further if not met with renewable energy sources.

Mitigating GHG Emissions

In our 2022 Carbon Footprint Report, we outlined a clear objective to evaluate our GHG emissions, adhering to recognised frameworks, including GHG Protocol Corporate Accounting and Reporting Standard and ISO 14064:2018. The report categorises emissions into Scope 1, covering CO₂ emissions from fuel combustion in DMT-owned or controlled road vehicles, and Scope 2, which covers CO₂ emissions from the consumption of purchased electricity.

DMT also has a comprehensive Carbon Footprint Framework which includes a “Carbon Footprint Policy” and a “Carbon Footprint Calculation and Implementing Guidelines.” This initiative supports DMT’s new avenues to diminish its GHG emissions in the immediate and distant future, aligning with two strategic visions: the Abu Dhabi Environment Vision 2030, which place climate change as a highly critical issue, and the UAE National Climate Change Plan, which addresses the causes and effects of climate change.

To address climate change, DMT is actively reducing GHG emissions and introducing autonomous and shared vehicles, adaptive traffic signals, and data-driven last-mile mobility solutions to create smart and sustainable transportation initiatives in Abu Dhabi that reduce traffic congestion and improve road safety. This also results in lower carbon emissions, improving community wellbeing. In alignment with global climate goals, such as the Paris Agreement and the Sustainable Development Goals, DMT participates on international platforms to share and gain insights on climate resilience, adaptation and mitigation strategies, and energy efficiency. This collaborative approach reflects DMT’s ongoing commitment to reducing GHG emissions and protecting vulnerable habitats through continuous policy evaluation and updates.




Our GHG Performance

DMT currently reports their Scope 1 and Scope 2 GHG emissions on a calendar year basis from January 1st till December 31st, following an operational control method.


Scope 3 is currently not being estimated.

The infographic opposite provides an overview of DMT's GHG Scopes:



**Scope 1
Transport**

CO2 emissions from fuel combustion in owned or controlled road vehicles



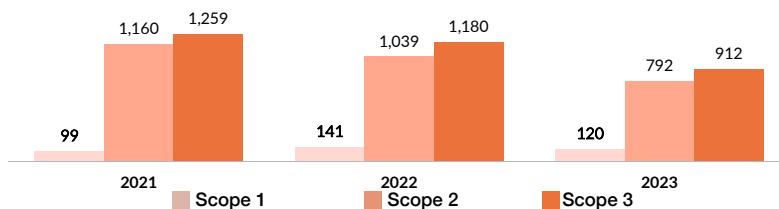
**Scope 1
Purchased Electricity**

CO2 emissions from electricity consumption

Our calculation approach follows the guideline of GHG Protocol Corporate Standard. Our emissions factors and GWP factors are sourced from the IPCC and IEA.

Thanks to our adoption of shared transportation and low emission hybrid vehicles, we reduced transport-related GHG emissions (Scope 1) by 15% in 2023. Our Scope 2 GHG emissions from 2021 have also been steadily decreasing due to implementing energy initiatives across the Department (see Section: Energy Management), currently resulting in an overall 17.2% decrease from the base year 2021.

GHG Emissions - tCO₂e (Ton)



KPI	2021	2022	2023
Total GHG Intensity (tCO ₂ e/sqm)	0.105	0.098	0.09



Case Study: Plan Maritime - Abu Dhabi Coastal and Marine Framework

DMT's strategy to reduce GHG emissions covers key areas such as energy, water, waste, and land-use management along with promoting responsible practices with contractors and suppliers. This approach is reflected in the Plan Maritime Framework, developed in collaboration with various government agencies, which sets strict policies for the sustainable development of waterfront areas. These efforts contribute to the reduction of GHG emissions and ensure the long-term sustainability of coastal and marine zones by establishing a comprehensive, streamlined, and updated regulatory framework.

Other initiatives and policies have also been implemented across various sectors to boost climate change resilience. As a regulator, we have mandated design standards and building codes to enhance urban resilience to climate impacts, such as requiring shatter-resistant film in new buildings and design parameters like foundation heights etc. These measures aim to strengthen the city's resilience to climate change, reduce GHG emissions and protect the environment for future generations.



Waste Management and Circular Economy.

The UAE's Circular Economy Policy for 2021 – 2031 stresses the need to reduce excessive resource consumption that contributes to landfill accumulation. In alignment with this directive, we launched a Waste Reduction Initiative to reduce the annual volume of paper waste generated in DMT. A key element of this initiative is adopting secure disposal methods of printed materials. A specialised contractor securely shreds all paper waste, which is subsequently recycled. This measure serves a dual purpose: it reinforces the importance of limiting printouts to maintain confidentiality, and it supports environmental conservation in line with DMT's overarching sustainability goal.

In pursuit of promoting a Circular Economy within our strategic policy framework, DMT is actively enhancing the financial management practices of each division. We are focusing on refining operational efficiency, and implementing need-based budgeting with clear, accountable reporting on its spending as compared to budgets approved by the management.

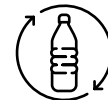
As part of its commitment to digital transformation, we are advocating the use of digital and electronic file-sharing systems to further reduce dependency on paper. These simple yet forward-thinking initiatives are essential to DMT's mission on environmental sustainability.

Waste

KPI	Unit	2020	2021	2022	2023
Waste generated	Average Kg/month	5,966	16,091	147	266

Notable Achievement

We are proud to announce a significant environmental milestone in line with the Environmental Agency - Abu Dhabi (EAD) policy: the complete phase-out of single-use plastic water bottles across the organisation. This initiative highlights DMT's commitment to EAD's vision of eliminating single-use plastics and reinforces the UAE's policy to promote a circular economy.



In a concerted effort to promote sustainability, DMT has systematically replaced plastic water bottles with more sustainable options, such as glass and steel bottles. This strategic shift towards environmentally safe materials commenced in 2021 in which DMT reduced its purchase of water bottles from 10,250 cartons to 2,050 cartons in the first quarter of 2023. DMT completely eliminated plastic bottles in April 2023 with zero purchases in the remaining 3 quarters of 2023.

Water Conservation and Management.

DMT deeply recognises the significance of managing water resources in a water stressed region. Our commitment to reducing water footprint is reflected in sustainability focused initiatives, such as pioneering water desalination plants powered by clean and renewable energy. To promote efficient water usage, the Department tracks water consumption in three main areas: forests, parks, and roadsides plantation. This effort has been strengthened with the addition of 400+ water metres by ADDC. In partnership with the Department of Energy (DoE), we have also developed a detailed heat map to identify areas of high-water consumption to enhance water efficiency and achieve significant reductions in usage.

Water Conservation Framework:

We specifically focus on protecting our country's marine resources from pollution and degradation. This initiative is part of a broader framework designed to uphold water conservation regulations and ensure guarding of marine life in the region. The framework includes communication protocol for:

- Safeguarding country's shorelines from pollution
- Safeguarding the wellbeing of aquatic wildlife and the conservation of their habitats by preventing and managing pollution from all sources
- Preserving the quality of potable water, groundwater, and the strategic development of water resources
- Enforcing strict bans on entities that fail to meet safety standards during inland and

offshore drilling and oil operations, ensuring the proper disposal of waste in line with advanced technical methods and international agreements

- Prohibiting all maritime vessels, regardless of registration or nationality, from releasing or dumping oil or oil-based substances into the ocean

Water consumption in 2023 has increased compared to previous years due to employees returning to the office, as opposed to 2021 and 2022 when they were working remotely. To manage our internal water consumption, we are conducting targeted training sessions for employees to heighten awareness about the significance of water conservation and the individual impact on DMT's collective endeavours.

Water Consumption

KPI	Unit	2021	2022	2023
Water consumption	m3	4,532	5,469	7,680
Water intensity	m3/m2	0.39	0.46	0.64

Preserving Biodiversity.

DMT prioritises the protection of biodiversity within its land-use planning and decision-making. To achieve this, we collaborated with partners to protect land and sea habitats, adhering to international standards and best practices. Insights gathered from Environmental Impact Assessments (EIAs) were integrated into DMT's strategic framework, which is designed to protect emirate's biodiversity and natural heritage. The framework aims to implement existing legislation and issues that require communication to protect marine life. It includes prohibition of:

- Hunting, killing, or harming marine creatures or doing activities that lead to their decline
- Bringing any foreign organisms into protected areas
- Military manoeuvres and firing practices
- Polluting the water, soil, or air in protected areas
- Setting up establishments, buildings, constructing roads, driving vehicles, or practicing any agricultural, industrial, or commercial activities in protected areas without permission from the concerned authorities

In collaboration with EAD, the Department initiated diversification of forest use which includes ecotourism, agriculture, wildlife management, and educational tours. The forest management programme focusses on regulating human access and development in protected areas through entry and no-objection permits. It bans non-

native plantings and enforces precautions during wildlife breeding seasons, including halting heavy machinery and construction activities. This measure has especially taken to reduce disturbance during the Houbara birds' mating periods classified as "vulnerable" by the IUCN Red List.

Delivering on our commitment to create more green spaces and promote a sustainable city, Al Fay Park was inaugurated by H.H. Sheikh Khaled bin Mohamed bin Zayed Al Nahyan, member of the Executive Council and Chairman of Executive Office. The park focuses on the Emirate's biodiversity by featuring 2000 local flora, which includes the UAE's national tree. Al Fay Park uses advanced irrigation systems, and its playgrounds are made of eco-friendly materials to create a natural and sustainable environment for children. The park was featured in "The Wallpaper" magazine among the world's most exemplary green projects that place nature at the heart.

DMT extends its biodiversity initiatives to areas harbouring rare and endangered species or landscapes requiring protection. DMT's biodiversity efforts are designed to safeguard the UAE's ecological assets, to ensure a well strike balance between development and the conservation of natural heritage.



Environmental Compliance and Assessments

Spotlight on Our Projects

DMT's environmental assessments are an integral part of its project and planning processes. In alignment with the Service Level Agreement (SLA) with the Environment Agency - Abu Dhabi (EAD), DMT conducts Strategic Environmental Assessments (SEA) for regional plans. DMT's legal division tracks the number of environmental assessments approved by EAD as a key performance indicator (KPI).

DMT prides itself on differentiating from other companies through initiatives like the SEA and Coastal Management Strategy, which underscore the company's commitment to legal compliance and environmental protection. These initiatives comply with National Law No. 24 for 1999 for the Protection and Development of the Environment, Law No. (16) for 2005, and add value to the local community by enhancing environmental protection measures during planning.

2023 Achievements:

A notable achievement in 2023 was the completion and approval of the Plan Al Dhafra SEA by EAD. The SEA is a critical tool for integrating environmental considerations into the planning and decision-making processes.

Year 2023 also saw the commissioning of the Coastal Management Strategy for the Al Dhafra Region, aimed at guiding sustainable development while preserving environmental habitats. This strategy is particularly important for coastal areas, where it informs planners on environmental considerations such as setbacks, buffers, and elevation levels to minimise impact on biodiversity.

The success of these activities is also attributed to the collaboration with independent third-party environmental consultants, ensuring the objectivity and integrity of the environmental studies as required by EAD. We are proud to report that we have not encountered any fines/sanctions due to non-compliances with environmental regulations.

2024 Commitments:

Improving biodiversity performance through ongoing SEA/EIA processes, with a focus on minimising development footprints and protecting natural habitats.

Achieving environmental compliance through the 'Capital Urban Plan' project. The project will ensure that all new developments within the Abu Dhabi Capital Region adhere to the highest environmental standards.

Our Suppliers

DMT's operations and supply chain activities have the potential to positively impact the economy, environment, and people leading to job creation and economic growth. However, there could be negative impacts such as environmental degradation if suppliers do not adhere to responsible practices.

Our Suppliers Relations division is involved with our suppliers' impacts. We supervise compliance with Abu Dhabi government laws and policies and evaluate our suppliers' adherence to ethical practices. DMT also has internal policies and commitments to manage supplier assessments, including the development of procurement strategies aligned with the Department's strategy and the evaluation of suppliers for ethics and anti-corruption measures. These supplier evaluations and demonstrations to DMT project managers aid in the prevention of actual and potential supplier impacts and ensures adherence to responsible procedures.





Nurturing Our People and Empowering Communities.

The wellbeing, safety, and development of all DMT employees has always been a priority. Through strict adherence to the regulations set by the Abu Dhabi Human Resources Authority, including the Civil Service Human Resources Law No. (6) of 2016, we ensure comprehensive protection of employee rights such as providing recruitment processes, professional development and training, and other essential benefits. These laws are integrated into our procedures, ensuring effective governance within our department.



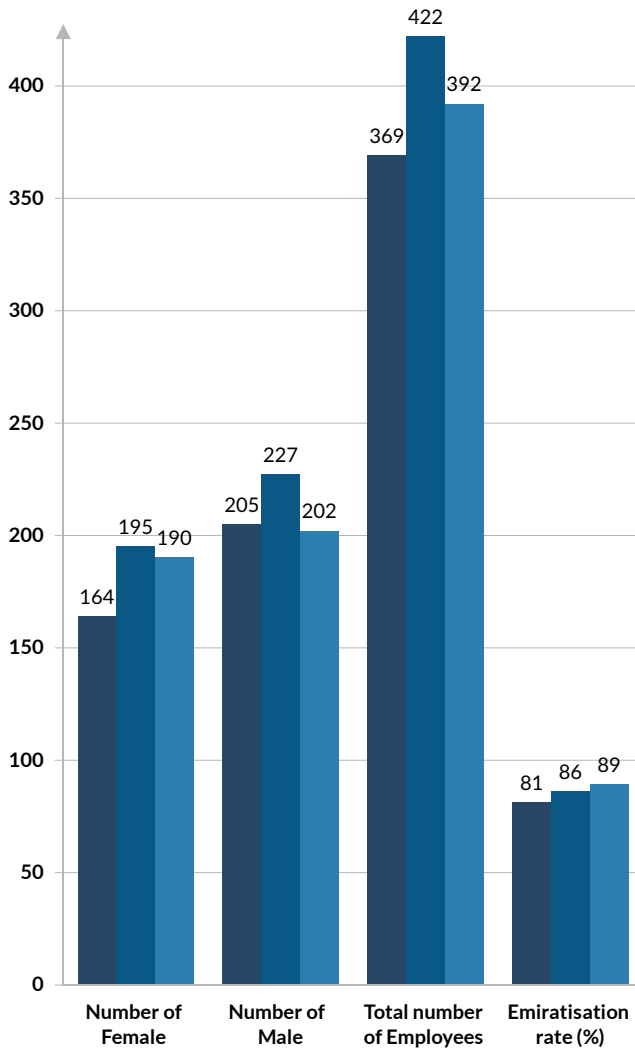


Our employees drive our progress towards achieving DMT's goals with education and excellence. We build a culture of teamwork, ethical behaviour and continuous improvement, providing the necessary educative tools for their growth within DMT. As stewards of municipal activities, we implemented policies such as a performance management policy, workforce planning guidelines, remote work guidelines, and time and attendance policy, designed to promote a productive, transparent, and inclusive work environment.

Our Workforce.

By embedding our values into every initiative and aligning our internal policies with DMT’s Human Resources guidelines, we create a positive work environment that supports our employees and drives DMT’s success.

Our people in numbers



In 2023, DMT employed 392 individuals, out of which 190 individuals are female, and achieved 89% Emiratisation rate, highlighting our focus on integrating new Emirati talent into our workforce.

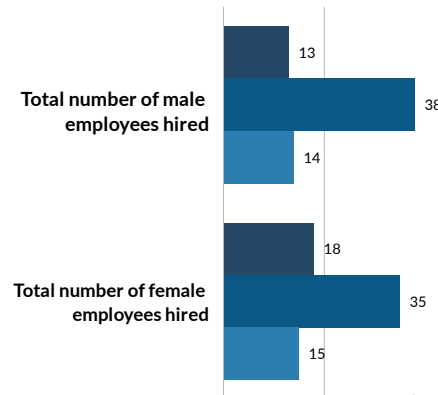


Talent Attraction and Retention Workforce.

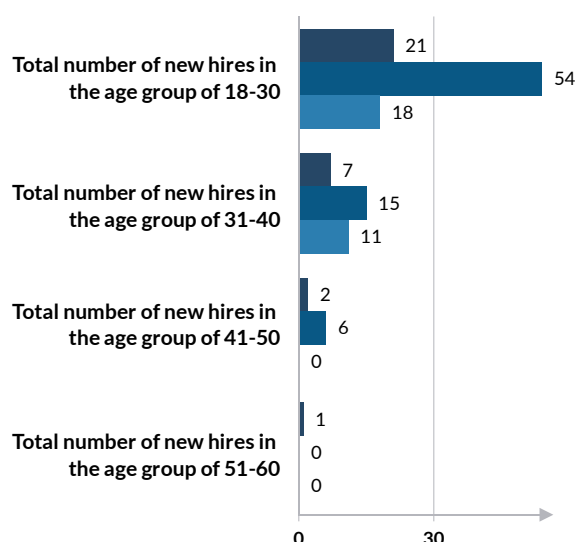
DMT's attraction and retention strategy focuses on recruiting top talents who strengthen our capabilities and add value to the Department. This is attained through creating a supportive culture for employee growth and career advancement. We invest in our people through targeted training and a comprehensive benefits package, which includes health insurance, disability coverage, parental leave, and retirement plans, designed to attract and retain top talent. Additionally, in 2023 we welcomed 29 new hires, of which 15 are female, highlighting our dedication to workplace diversity.

To foster employee satisfaction and retention, DMT regularly reviews its talent management practices, aiming to create a dynamic and inclusive work environment that supports both organisational success and personal growth. During significant operational changes, DMT ensures a smooth transition by providing at least a one-month notice period to employees and their representatives before implementing any major changes that could impact the workforce.

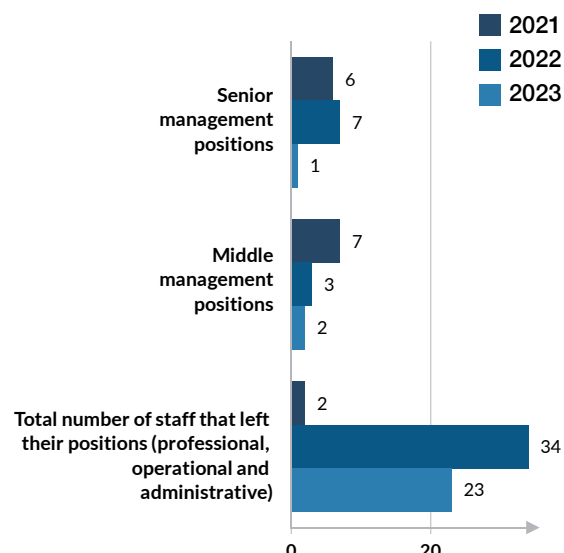
Total new hires by gender



Total new hires by age group

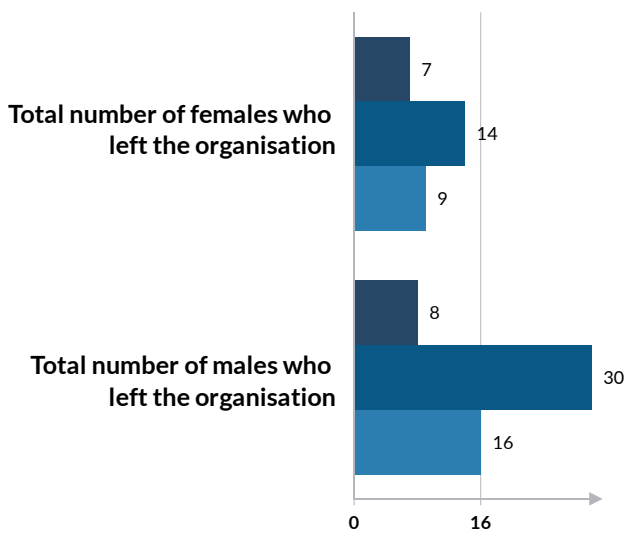


By seniority level

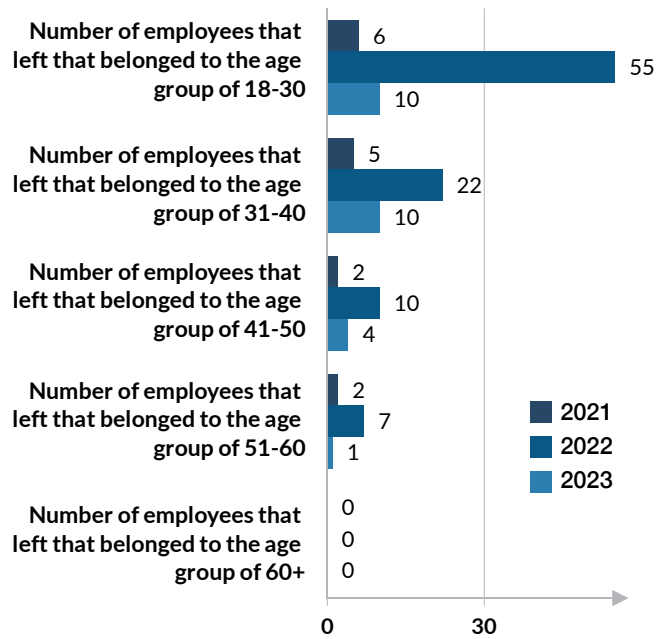




Turnover



Age group wise turnover



Minimum notice periods	2021	2022	2023
Minimum number of weeks' notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them.	1 Month	1 Month	1 Month

Employee Training and Development.

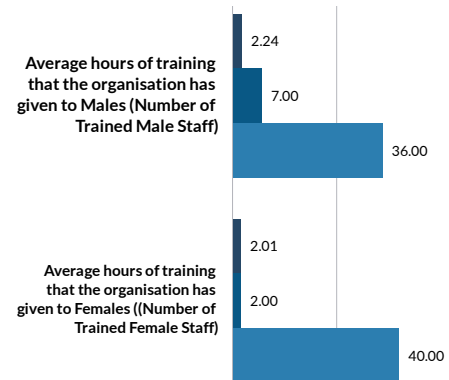
We are equipping our employees with the latest techniques, technology, and innovative skills. By investing in training and development, we aim to maximise their potential, recognising that this is key to achieving exceptional results. Our approach focuses on upskilling our workforce and closing knowledge gaps within the department, enhancing both individual performance and the quality of our services.

Our training programs meet the unique needs of our employees, offering courses from Coursera, expert-led specialised training, and various third-party options. Last year, we increased training hours for all employees, supporting their performance and career growth. DMT's programs provide extensive professional development that includes internal and external resources such as LinkedIn Learning, Coursera, and the Abu Dhabi Government Academy.

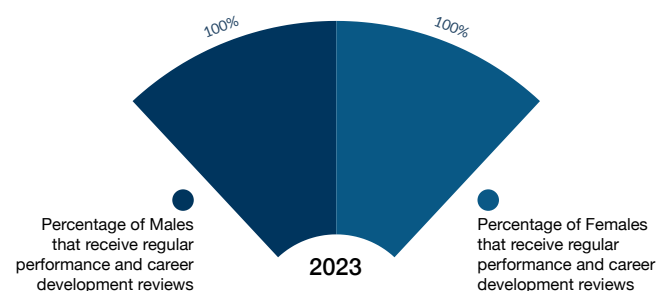
As DMT, we established a leadership development programme that adapts to meet the evolving needs of the organisation and the people. The programme also provides tools to further advance leadership skills across staff and management. To complement this initiative, the department's Human and Administrative Affairs sector has developed a strategic plan for 2021-2023, which outlines three key objectives: Human Resources Governance, Strengthening Human Resources Procedures and Systems, and Talent Development. To achieve these goals, the strategy encompasses a variety of projects, including but not limited to automating HR services, establishing shared HR services, creating a competency framework, and drafting a five-year workforce plan.

We also prioritised our employees' professional growth and satisfaction by conducting regular performance reviews and career development. These sessions, which encouraged open communication, allowed us to boost employee retention and encouraged our team members to set personal goals. Insights from these reviews led to the creation of a succession planning ladder, a key part of our HR strategy to enhance employee competencies and career progression. Our performance management framework ensured fair reviews and supported career progression, boosting employee motivation and job satisfaction in a productive work environment.

Average hours of training given



By Seniority level



Training Overview for DMT Employees.



Sustainability Awareness Training

To further enhance their understanding of sustainable practices, DMT employees participate in the following:

- Estidama’s Pearl Rating Program workshop for sustainable urban development.
- Environmental planning training within DMT.
- Environmental Law and Policy session for legal conservation knowledge.



Occupational Safety and Health (OSH) Training Programs

DMT employees engaged in OSH training to promote workplace safety and health awareness:

- Workshops on the early detection of colon and lung cancers, and stroke prevention, highlighting the importance of health in the workplace.
- Fire Warden Awareness Training and OHS Induction sessions for safety protocols.
- “Salama Platform” workshop for safety management.



Coursera Awareness Sessions

Employees were provided with opportunities to enhance their data literacy through Coursera sessions:

- Data Analysis with Python, enabling employees to handle data more effectively.
- Cybersecurity Capstone for insights into cyber threats and responses.
- Corporate Finance Essentials II, AI, Machine Learning, and SQL for Data Science.



Skillset Enhancement Sessions

DMT employees were encouraged to develop various professional skills through targeted sessions:

- Teamwork Skills and Innovation Through Design sessions.
- Self-Awareness and the Effective Leader, along with Leadership Skills.
- Project Management and Critical Thinking skills Trainings.
- Courses on Achieving Happiness at Work, Public Speaking Skills, and Emotional and Social Intelligence to improve personal development and workplace interaction.

Fostering Diversity and Inclusion.

As an equal opportunity employer, we adhere to a code of conduct applicable to all employees and contract workers. We prioritise safety, respect, and equal opportunity, ensuring all DMT employees have the right to representation and participation in line with our diversity and inclusion principles. Our zero-tolerance policy against discrimination and harassment promotes a culture that supports professional growth and leadership development for all employees.

We are proud of our workforce, comprising of 17 nationalities, bringing a broad spectrum of perspectives that strengthen our ability to address complex challenges. This diversity is a key driver of our success and aligns with the strategic objectives of the Ministry of Human Resources to develop national talent and enhance workforce capabilities. Furthermore, we empower women through targeted career advancement and development programmes. This commitment to gender diversity is reflected in the growing representation of women in the workplace, reaching 48% in 2023- a notable increase from 46% in the previous year.

As DMT, we value the importance of generational diversity, with 53% of our employees belonging to the 31-40 age group and 16% under the age of 30 in 2023. This mix of ages ensures that DMT has a workforce that is dynamic, innovative and equipped to deliver excellent service. By incorporating a mix of ages and experience, we are building a team that is competent, forward-thinking and solution orientated as we adapt to the needs of tomorrow

Total number of senior management and governance bodies members by age group

KPI	2021	2022	2023
Total number of senior management and governance bodies members belonging to the age group 18-30 years.	0	0	0
Total number of senior management and governance bodies members belonging to the age group 31-40 years.	43	18	53
Total number of senior management and governance bodies members belonging to the age group 41-50 years.	6	18	41
Total number of senior management and governance bodies members belonging to the age group 51-60 years.	1	5	8
Total number of senior management and governance bodies members belonging to the age group 60+ years.	0	0	0

Total number of employees by age group

KPI	2021	2022	2023
Total number of employees belonging to the age group 18-30 years.	58	82	63
Total number of employees belonging to the age group 31-40 years.	182	217	207
Total number of employees belonging to the age group 41-50 years.	92	93	95
Total number of employees belonging to the age group 51-60 years.	33	29	26
Total number of employees belonging to the age group 60+ years.	4	1	1

Total number of employees by gender

KPI	2021	2022	2023
Number of female employees	164	195	190
Percentage of females in workforce	44%	46%	48%

Our parental leave policy recognises the support working parents require to focus on their families and maintain their career growth, creating a positive work environment for parents in general. This is reflected in our 2023 parental leave data which showcases high utilisation rates for both maternity

and paternity leaves with high return-to-work and retention rates one year after leave. This approach enhances the company's reputation as an employer of choice for talent looking for a family-oriented workplace.

Parental Leave

Parental leave	2021	2022	2023
Total number of females who are entitled for parental leave - maternity	74	91	101
Total number of males who are entitled for parental leave - paternity	141	165	158
Total number of females who took parental leave - maternity	18	16	11
Total number of males who took parental leave - paternity	12	11	27
Total number of females who returned to work in the reporting period after their parental leave - maternity ended	18	16	11
Total number of males who returned to work in the reporting period after their parental leave - paternity ended	12	11	27
Total number females still employed 12 months after return-to-work from maternity leave	18	16	11
Return-to-work rate (females)	100.00%	100.00%	100.00%
Return-to-work rate (males)	100.00%	100.00%	100.00%
Retention rate (females)	100.00%	100.00%	100.00%
Retention rate (males)	100.00%	100.00%	100.00%

Commitment to Health and Safety.

DMT fosters a proactive safety culture by prioritising the health and safety of its employees and stakeholders. The organisation strictly adheres to safety laws and regulations to prevent accidents, illnesses, and injuries. This commitment extends to promoting safety awareness, complying with environmental and occupational health standards, and clearly defining safety responsibilities for everyone involved in DMT's projects and services. DMT strictly complies with safety laws and regulations to prevent accidents, illnesses, and injuries. This commitment includes promoting safety awareness, adhering to environmental and occupational health standards, and clearly defining safety responsibilities for all involved in DMT's projects and services.

Throughout the year, we have enhanced our workplace safety culture through specialised training, targeted awareness campaigns, and participation in industry events. These efforts reflect our dedication to creating a safer work environment and ensuring that employees are equipped to manage occupational health and safety challenges.

As a Sector Regulatory Authority, DMT oversees occupational health and safety through audits and compliance checks with safety policies. We adhere to Abu Dhabi Public Health and Safety Centre regulations and monitor performance using 10 key performance indicators. Our oversight extends to municipalities and the transport sector, ensuring strict adherence to safety standards. Following OSHAD guidelines and our Occupational Safety & Health Policy, approved on July 18, 2023, DMT remains committed to maintaining a safe and healthy work environment.

DMT utilises the "Al Adaa" program to manage occupational safety and health (OSH) per OSHAD guidelines. In 2023, it conducted biannual inspections and biennial audits to address workplace risks, allowing employees to report incidents via the "DMT Hub" or "ALADAA system." Emergency evacuation training was conducted, and first aid rooms, staffed by a nurse, are available across the premises. DMT promotes health and safety through awareness

sessions, prepares for ISO 45000 certification, and holds regular fire drills with Civil Defence. It also offers an introductory health and safety workshop, while municipalities conduct their own training. Additionally, DMT implements ADPHC campaigns to mitigate heat stress risks.

2023 OHS Milestones:

- Provision of a dedicated nurse at the DMT building
- Update and circulation of OHS guidelines to all employees
- OSH Awareness Training
- Basic Fire Fighting Training
- Personal Protective Equipment Training
- Workshops on Occupational Safety and Health Risk Assessment, Reporting and Accidents Investigation, and Inspection Techniques
- Safety in Hot Weather Awareness campaign
- "Your Health Is Important" campaign
- Participation in World Day for Safety & Health at Work and HSE Week 2023
- Successful fire drills and regular building and site office inspections

Case Study

DMT has implemented an efficient and collaborative system for delivering health and safety awareness training. The foundation of this system is an introductory workshop covering fundamental health and safety principles, including fire warden training.

Recognising the unique needs and contexts of different municipalities, DMT has empowered these local bodies to conduct their own awareness workshops. To ensure alignment with overarching safety standards, municipalities submit their proposed training plans and presentation materials to DMT for approval. This approach allows for localised customisation while maintaining quality control.

This initiative highlights DMT’s proactive stance on the importance of safety and its recognition of local context in effective training. Furthermore, DMT is committed to improving its safety management. The department is currently undertaking an initiative to update its Occupational Health and Safety Management System (OHSMS), aligning with international standards, such as ISO 45001:2018. Additionally, a comprehensive guideline for Personal Protective Equipment (PPE) is being developed to ensure the safety of its workforce.



KPI	2021	2022	2023
Total number of hours worked by employees	1,202,256	1,400,472	1,355,833
Total number of employees fatalities as a result of a work-related injury	0	0	0
Total number of contractor fatalities as a result of a work-related injury	0	0	0
Total Recordable Injury (TRIP) (employees)	0	0	0
Total Recordable Injury (TRIR) (contractors)	0	0	0
Number of employee cases of recordable work-related ill health	0	0	0



Community Wellbeing and Social Development.

At DMT, we actively engage with stakeholders, including residents and health and safety committees, to assess the social impact of our initiatives on the local community and on biodiversity preservation. Our feedback and complaint system allows community members to raise concerns, ensuring transparency and continuous improvement. These efforts have strengthened Abu Dhabi's position as a leading destination for living, working, recreation, and tourism, supported by its diverse natural and cultural assets, comprehensive facilities, and services that adhere to international standards.

In 2023, we are advancing our Corporate Social Responsibility (CSR) objectives with clear and measurable targets. We plan to initiate 50 projects that align with our CSR values, focusing on delivering positive outcomes for the community and the environment. Our aim is to successfully

implement 35 of these initiatives, ensuring they yield significant and sustainable benefits. To evaluate our progress, we utilise 55 performance indicators to measure the impact and effectiveness of our activities, with the aim of driving meaningful change.



Case 1: Enhancing Work-Life Balance through the Corporate Social Responsibility Department at DMT

In 2023, the Corporate Social Responsibility Department and Municipal Presence Management within DMT's Operations Support Sector launched a significant project aimed at enhancing work-life balance. This initiative, aligned with DMT's social responsibility policy, focused on improving employee health, relationships, and productivity. The project included several key elements:

- **Development of a Work-Life Balance Policy:** This comprehensive policy serves as a model for best practices, incorporating incentives and institutional changes to help employees better manage their professional and personal lives.
- **Creation of a Detailed Roadmap:** Through rigorous analysis of current measures and employee feedback, a roadmap was developed to bridge the gaps between existing provisions and global best practices. This plan includes tools for measuring work-life balance and assessing its impact on cost reduction.
- **Training Program Implementation:** A targeted training program was conducted with 13 participants from various departments, equipping them with practical skills for implementing the new policy.



Case 2: Inauguration of Sila Community Harbour and Al Fayiyi Island Marina in Al Dhafra Region

DMT officially inaugurated the Sila Community Harbour and Al Fayiyi Island Marina in the Al Dhafra Region in 2023, marking a major advancement in local maritime infrastructure. Executed by Abu Dhabi Maritime, part of AD Ports Group, these projects are integral to the Al Dhafra master development plan, which focuses on strengthening the maritime community, creating job opportunities, and preserving regional heritage. The Sila Community Harbour features modern amenities including pontoons for 64 vessels, a fish market, and additional facilities to serve local residents. The Al Fayiyi Island Marina includes a navigational canal, wet berths, and solar lighting, enhancing safe and efficient access for both residents and visitors. These developments support the local fishing sector, promote sustainable maritime practices, and contribute to economic diversification and improved quality of life in the region. They also align with broader regional initiatives, including enhancements at Mugharraq Port and planned studies for further development of Marawah Island, reflecting growth and sustainability.

Embracing Digital Transformation.

DMT is committed to advancing technology and innovation by consolidating and unifying IT services to enhance Abu Dhabi's Smart City services. Our Digital Transformation strategy focuses on modernising technology, optimising processes, and elevating customer experiences, ultimately reducing operating costs and enabling data-driven decision-making. As part of our efforts, DMT collaborates with the Department of Energy on energy efficiency policies, monitors internal energy consumption, and implements programmes like the Building Retrofit Programme to reduce water and electricity usage. Currently, DMT provides 195 digital services on the TAM platform.

DMT has successfully implemented an Internet of Things (IoT) platform that incorporates sensors, cameras, and AI for remote park management, achieving a 20% reduction in energy consumption and a 30% reduction in water usage. This initiative also improved traffic flow and reduced congestion by 40%, enhancing park environment through environmental sensors.

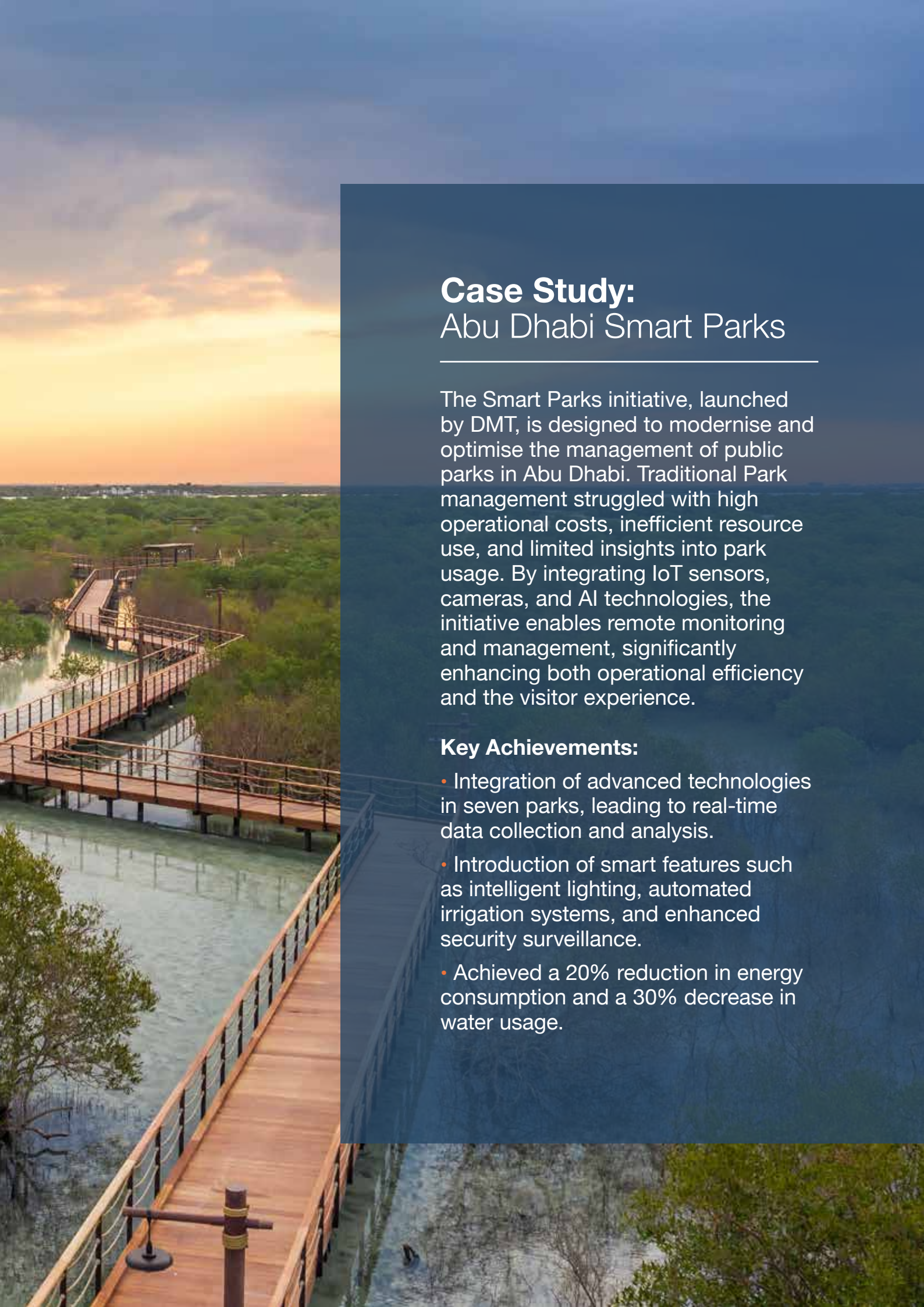
In addition, DMT has deployed AI Inspection vehicles with artificial intelligence and machine learning capabilities for city-wide inspections, enabling predictive maintenance and optimising resource use.

In 2023, DMT established the Advanced Technologies Unit, responsible for creating an AI Policy and Framework and tailored LLM and VLM models. As part of our ongoing commitment to technology, we are strategically integrating Generative AI, AI, and ML across operations to enhance services and provide leadership with actionable, data-driven insights. We are also creating an AI-powered employee assistant to support project management, scheduling, and administrative tasks, allowing staff to

focus on strategic priorities. Beyond internal improvements, DMT is developing AI tools for investors and developers to enhance decision-making and project execution through data-driven insights. For citizens, we plan to roll out AI applications for personalised support, simplifying access to city services and fostering community engagement. Our commitment extends to developing inclusive AI technologies to support People of Determination, promoting accessibility and inclusivity.

Furthermore, Abu Dhabi's 3rd Smart City Summit emphasises sustainability and innovation, featuring discussions on smart technologies, the unveiling of Hyundai's AI-integrated Sonata Smart Taxi, and showcasing projects aimed at enhancing urban development and collaboration. Looking ahead, DMT's strategic priorities include migrating to the ADGES Cloud platform and automating internal processes, which align with our broader digitalisation agenda. These initiatives aim to boost operational efficiency, improve service delivery, and sustain DMT's growth and success in the digital age.





Case Study: Abu Dhabi Smart Parks

The Smart Parks initiative, launched by DMT, is designed to modernise and optimise the management of public parks in Abu Dhabi. Traditional Park management struggled with high operational costs, inefficient resource use, and limited insights into park usage. By integrating IoT sensors, cameras, and AI technologies, the initiative enables remote monitoring and management, significantly enhancing both operational efficiency and the visitor experience.

Key Achievements:

- Integration of advanced technologies in seven parks, leading to real-time data collection and analysis.
- Introduction of smart features such as intelligent lighting, automated irrigation systems, and enhanced security surveillance.
- Achieved a 20% reduction in energy consumption and a 30% decrease in water usage.

Case Study: AI Inspection Vehicles

The AI Inspection Vehicles project leverages AI-equipped inspection vehicles to perform thorough evaluations of urban areas in Abu Dhabi. These vehicles, fitted with 360-degree cameras and sophisticated AI models, can identify various urban defects such as road cracks and waste. The system generates detailed reports, enabling timely maintenance and ensuring high standards of infrastructure.

Key Achievements:

- Deployment of 40 AI inspection vehicles, with plans to expand to 70.
- Use of advanced vision-language models for precise detection and classification of urban defects.
- Reduction in defect detection time from 10 minutes to under one minute.

Digital Transformation	2023
Percentage of services that were automated/digitised	88%
Digital transactions made during the reporting period	6M
Total Number of digital services at DMT	195

Ensuring Customer Satisfaction.

KPI	2021	2022	2023
Number of customer complaints raised	8710	5724	9153
Number of customer complaints resolved	8710	5724	9153
Customer satisfaction score (%)	71.62%	72.05%	75%

We are committed to enhancing customer satisfaction through a comprehensive and unified approach to managing all forms of customer communication. Using the Abu Dhabi Government's unified platform 800555, we receive and process complaints, inquiries, service requests, suggestions and commendations. This process is governed by a set of performance indicators and guidelines, including the Complaints, Suggestions and Compliments Guidelines, the Customer Communication and Awareness Guide, and the Customer Relationship Management Platform Guidelines, in line with Abu Dhabi Government directives. These concerted efforts have led to a significant improvement in customer satisfaction, as evidenced by a customer satisfaction rate approaching 75%.

We maintain customer satisfaction through the Customer Happiness Department, which is divided into three main sections: Customer Service Centres Organisation, the Customer Service Awareness Department, and the Contact and Customer Complaints Section. These divisions work collaboratively to oversee service centres, monitor employee performance, and analyse customer feedback to continuously improve service quality.

We are actively engaged in enhancing customer experience through distinct initiatives, which are designed to help us simplify processes, improve communication, and deliver efficient services. Opposite is a brief overview of our projects and initiatives:



Interactive Map of Reporting Sites Initiative: This initiative aims to provide an interactive map through the Customer Relationship Management (CRM) platform 800555 by location at the Emirate level.



Unified Call Centre Enhancement (800850): Improved the unified call centre's efficiency by introducing innovative customer communication channels.



Data Quality and Reporting Initiative: Enhanced data quality and streamlined classifications, introducing interactive dashboards for unified data presentation.



Service Performance Indicator Escalation Project: Established a mechanism to monitor and ensure timely completion of service transactions.



Be Present Initiative: Aims to raise the efficiency of employees involved in communicating with customers from different disciplines and raise their awareness through publications and awareness programs.

Upholding Governance and Ethics.

DMT's role as a municipal regulator is to build robust governance practices that ensure accountability, transparency, and ethical conduct. Central to this approach in establishing such practices are our four organisational principles that shape our responsibility and ethical engagement. These principles, embedded in DMT's organisational policy, provide a framework for actionable steps and key commitments.





Stakeholder Engagement: DMT prioritises the active participation of all relevant stakeholders in its governance processes. This inclusive approach ensures that diverse perspectives are considered, leading to more comprehensive and well-rounded decision-making.



Ethical Leadership: DMT places a strong emphasis on integrity and the reinforcement of professional values throughout the organisation. This commitment fosters a culture of trust and accountability, setting a high standard for ethical conduct at all levels.



Operational Independence: DMT implements clear roles and responsibilities within its structure, which prevent conflicts of interest, enhances accountability, and ensures checks and balances are in place for all critical functions and processes.



Open Communication: Transparency and credibility are at the forefront of DMT's governance approach. The Department maintains open channels of communication and provides clear, accurate information about its activities and decision-making processes to all stakeholders.

Leadership at DMT.

DMT is committed to advancing technology and innovation by consolidating and unifying IT services to enhance Abu Dhabi's Smart City services. Our Digital Transformation strategy focuses on modernising technology, optimising processes, and elevating customer experiences, ultimately reducing operating costs and enabling data-driven decision-making. As part of our efforts, DMT collaborates with the Department of Energy on energy efficiency policies, monitors internal energy consumption, and implements programmes like the Building Retrofit Programme to reduce water and electricity usage. Currently, DMT provides 195 digital services on the TAM platform.



Ethical Conduct and Compliance.

DMT has continued to prioritise ethical conduct and compliance within its governance framework. We updated and published our new Code of Conduct in 2022 to ensure alignment with our core values and foster a sustainable business approach. The update was aimed to create an appropriate environment for employees and partners to follow a structured system, linking functional purposes to the highest standards of professional conduct.

Therefore, DMT developed and implemented a comprehensive governance policy with the following objectives:

- Protect the interests of DMT and its affiliated entities from acts that may cause public funds misuse
- Inform employees by providing indicators to help them avoid committing acts criminalised by law
- Strengthen governance by clearly defining and separating tasks to prevent wrongdoing
- Provide clear communication channels for employee reporting
- Spread awareness and education to alert employees on monitoring their actions to prevent misuse of public funds

To further strengthen and ensure ethical practices, we established a committee to oversee the violation hotline, whistleblowing policy, and periodic awareness workshops. The committee warrants our anti-corruption policy applies to all operations, identifying internal gaps in anti-corruption conduct and recommending necessary corrective measures.

A key component of DMT's ethical framework is the Amana Hotline. This service allows employees to report incidents related to violations of ethical conduct and compliance principles at work. The hotline adheres to crucial values such as confidentiality, fairness, evidence protection, objectivity, legal involvement, and notification. It handles a variety of incidents, including:

- General crimes such as bribery, forgery, and disclosure of confidential information
- Occupational exploitation, including favouritism and conflicts of interest
- Work ethic-related issues such as harassment and job delinquency
- Exploitation of public funds, including theft and embezzlement

The Amana Hotline follows a structured process:

1. Receive the complaint
2. Classify and analyse the issue
3. Conduct investigation
4. Review evidence
5. Take appropriate action



Risk Management and Organisational Resilience.

Risk Management Process

DMT continues to employ an integrated management system that encompasses all aspects of risk management. This system is designed for operational success across our services, partnerships, and supplier interactions. Our approach remains focused on precision and accuracy, particularly when launching new services.

Key components of our risk management process include:

- Adherence to governmental requirements such as ADDA
- Risk management related to technologies and Artificial Intelligence
- Comprehensive analysis of potential internal and external risks
- Careful protection of stakeholder data and confidential information

Additionally, our risk management strategy combines “bottom-up” and “top-down” review processes, addressing all identified risks at all levels of the organisation. As DMT, we continue to develop, implement, and monitor policies that mitigate the likelihood of risks occurring.

The organisational structure for risk management includes:

- A dedicated Risk Management Committee
- Regular reporting on risk control and management status
- Specific management measures and risk measurement indicators for each type of risk



Business Continuity

At DMT, the Compliance and Business Continuity department plays a crucial role in organisational resilience and integrity. Our department's approach encompasses three interconnected areas:

- **Regulatory Compliance and Ethical Conduct:** We rigorously adhere to laws and regulations while maintaining a robust system for addressing complaints and conducting investigations. Our department works in close collaboration with internal audit and other functions to proactively prevent, identify, and resolve any regulatory or policy violations.
- **Integrity and Awareness:** We spearhead initiatives to raise awareness about corruption risks, emphasising the critical importance of maintaining integrity throughout our operations.
- **Comprehensive Business Continuity:** Our team develops and implements state-of-the-art business continuity plans that align with the AE/SCNS/NCEMA 7000:2021 standards. We ensure that our Business Continuity Management Systems (BCMS) are not only compliant but also adaptable to evolving challenges.

In 2023, we made several key commitments to strengthen our Business Continuity Management at DMT. We are continuously improving our BCMS documents and registers, ensuring they remain up-to-date and effective. We have launched an awareness program to educate all DMT employees and affiliated entities about the BCMS, along with a comprehensive training program for our team members, including sector coordinators and emergency teams. To ensure preparedness, we are conducting rehearsals and exercises to test our Business Continuity plans and are performing unified internal audits across DMT and our affiliated entities to maintain high standards of resilience.

Within the same year, we have made remarkable strides in strengthening its Business Continuity Management by unifying policies and methodologies across DMT and all affiliated entities. This included streamlining the Business Continuity Management System and the Enterprise Risk Management approach, while launching the automation of these systems to enhance efficiency.

Our efforts were further recognised when it secured second place in the silver group for its application of the national standard, NCEMA 7000:2021, and earned certification for ISO 22301:2019, a global benchmark for business continuity. To improve emergency response capabilities, we also established a dedicated emergency coordination centre to facilitate swift and coordinated action during critical situations.

Looking ahead, DMT has set ambitious goals for its Business Continuity Management:

1. Implement Business Continuity Management System as per the approved standards:

- Update 100% of the system documentation
- Implement 100% of the system operations
- Execute 100% of audit and continuous improvement programs

2. Conduct comprehensive training and awareness about Business Continuity Management System:

- Achieve 100% completion of the awareness and training plan

3. Ensure the application of Enterprise Risk Management in DMT and affiliated entities.

4. Govern the application of Business Continuity Management System and Enterprise Risk Management in the affiliated entities:

- Implement 100% of the planned governance measures

Due Diligence

DMT maintains a robust due diligence process, overseen by our Compliance Department. This process applies to all business partners and new investments, with a particular focus on:

- Corruption and financial crime prevention
- Assessment of financial, operational, legal, and technological aspects
- Integration of human rights considerations

Safeguarding Cybersecurity and Data Integrity

In response to the global increase in cyber-attacks and data breaches, DMT continues to prioritise data privacy and cybersecurity. Our proactive approach aims to protect our customers and contribute to the Department's long-term sustainability.

Key aspects of our cybersecurity and data practices include:

- Implementation of advanced operational practices and technologies
- A Defence in Depth approach to secure users, applications, networks, and data
- Comprehensive policies and procedures outlining information security requirements

DMT remains committed to protecting the privacy of our employees, contractors, and all individuals whose information we handle. We continuously work to comply with all relevant legal and regulatory obligations, actively monitor our systems for cyber threats, and detect and remediate vulnerabilities promptly.

Through these ongoing efforts, we strive to maintain the highest standards of risk management, due diligence, and cybersecurity, ensuring the resilience and sustainability of our operations.



Advancing a Sustainable Supply Chain.

DMT's Contracts and Tenders division is tasked with the responsibility of fostering a sustainable and ethical procurement ecosystem. The Contracts and Tenders division has a focused strategy and bases its performance on tactical and operational KPIs that are evaluated and measured on a quarterly basis. These KPIs are operations-, strategy-, and government-related, and were approved and submitted in Injazi.

The Contracts and Tenders division's responsibilities are:

- Protect the interests of DMT and its Supervising the management and preparation of all contracts and procurement operations for the Department. It also supervises and controls procurement operations in affiliated entities to achieve common strategic and operational goals.
- Develop policies and procedures for contract and procurement work in alignment with laws affiliated with Abu Dhabi government departments. Additionally, it supervises the compliance of subsidiaries in implementing laws, policies and procedures related to contracts and procurement and submit periodic reports.
- Develop the procurement strategy in accordance with the Department's strategy in addition to following up on the performance of the contracts and purchases of DMT and its subsidiaries to achieve the desired goals of the strategy.

DMT's Contracts and Tenders division is housed under the Financial Affairs sector and encompasses the Contracts and Procurements Section, Shared Procurements Section, and the Supplier Relations Section. As outlined below, each of the three divisions is tasked with a unique set of responsibilities that support the fulfilment of the overarching goals and strategies of the Contracts and Tenders division:

1. Contracts and Procurements Section: is dedicated to the operational management of Requests for Information (RFIs), Tender Auctions, Claims and Disputes, among other requests. This section ensures the smooth execution of procurement activities.

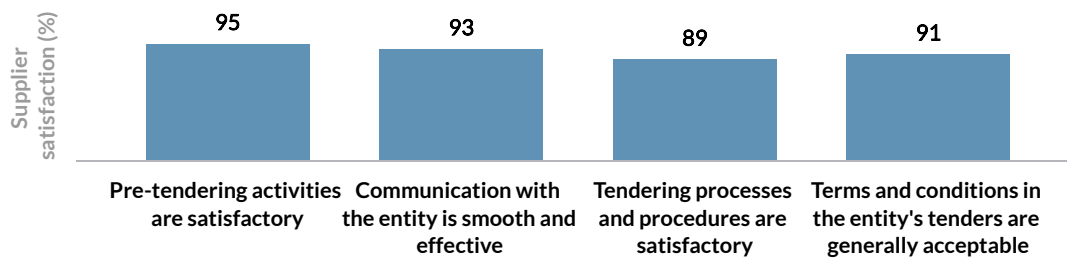
2. Shared Procurements Services: by focusing on Key Performance Indicators (KPIs) and activities, it aims to achieve widespread compliance and uniformity in procurement practices through standardisation of processes and procedures across municipalities.

3. The Supplier Relations Section: since its establishment in 2020, the Supplier Relations Section has been responsible for fostering robust relationships with suppliers. The section is tasked with evaluating suppliers, conducting satisfaction surveys, and ensuring that suppliers meet the department's standards for quality and reliability.

All suppliers are evaluated by DMT for their ethics and anti-corruption measures. The project managers are assigned to perform evaluations, during which suppliers are required to demonstrate their adherence to socially and environmentally responsible procedures. DMT aims to create a preference for local suppliers to aid Abu Dhabi-based vendors.

In 2023, DMT conducted a supplier satisfaction survey and obtained an overall satisfaction rate of 85%. The survey comprised of the evaluation of various parameters across multiple stages of the bidding phase, with several key highlights depicted in the graph below.

Supplier Satisfaction of DMT



External procurement programs include:

- Abu Dhabi Local Content Programme (ADLCP)
- Economic Incentives for Micro, Small, and Medium Enterprises (MSMEs)
- Economic Incentives for Emirati Entrepreneurs

Internal procurement initiatives include:

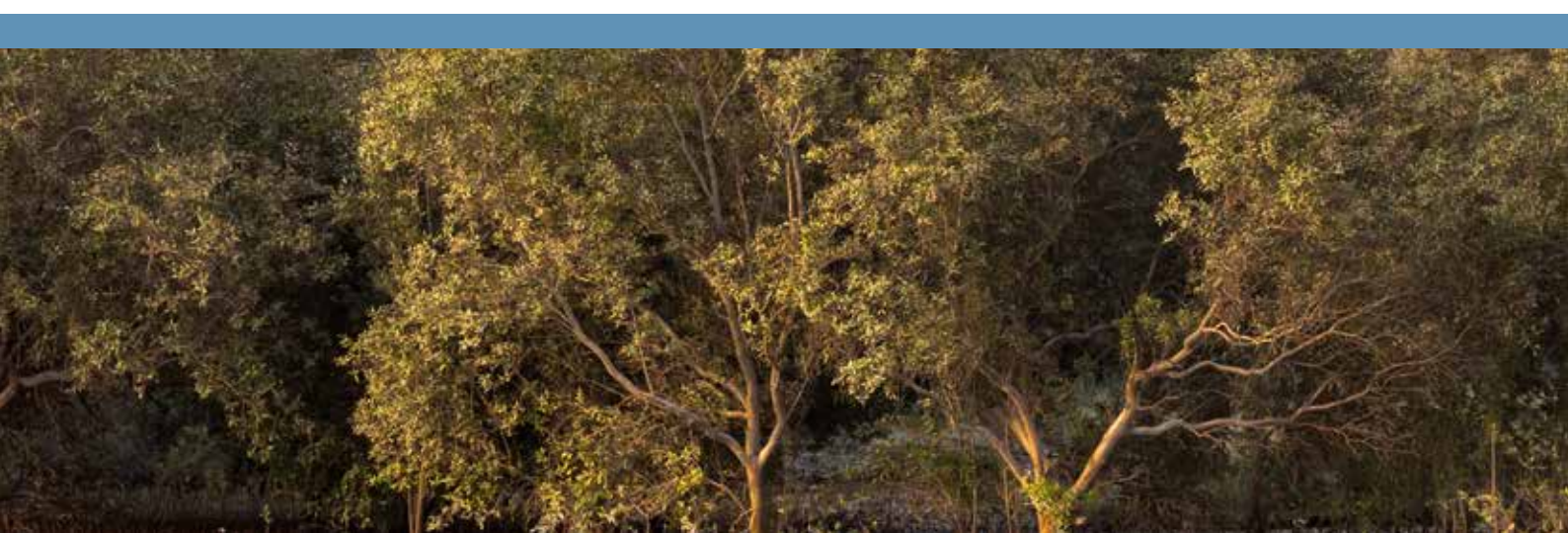
- Supplier Appraisal
- Supplier satisfaction survey
- Procurement dashboard
- Annual procurement planning for DMT and affiliates
- Annual supplier meeting

The most significant projects undertaken in 2023 include Procurement Process Automation Initiative, development of KPIs based on DOA to monitor procurement, and

the procurement excellence programme. DMT also reinforces its commitment towards local suppliers as evidenced by the percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation, which amounted to 98% in 2023, representing a 5.4% increase in comparison to 2020.

Looking ahead, DMT has planned ambitious projects for 2024:

- Procurement Contract Management System (PCMS) Platform
- Contract Module
- Contract Terms Library
- Category Management Project
- Procurement Dashboard
- Procurement Governance program
- Cost Optimisation Project



Collaborative Partnerships and Stakeholder Engagement.

DMT is diligently establishing collaborations with both private and public organisations, in harmony with its objective to bolster the community and environment of Abu Dhabi. DMT is enhancing its efficiency by embracing, strengthening, and promoting current methodologies.

Forming strategic and productive alliances is a key component of DMT's approach, promoting investments and joint ventures between the public and private sectors in projects that fall within DMT's expertise. DMT is fostering investment within Abu Dhabi by creating synergies with private entities, aiming for cohesive collaboration and the sharing of expertise.

In 2023, the Department of Municipalities and Transport (DMT) formed several strategic partnerships to further Abu Dhabi's goals of community development, sustainability, and accessibility. Among these is a key collaboration with Mubadala, aimed at promoting Corporate Social Responsibility (CSR) initiatives, with a strong focus on inclusivity for People of Determination. Their first project, the Beach Accessibility Project, introduces innovative solutions such as sea elevators and the SEATRAC system, which provides guided track access to the water. This initiative is the first in a series of projects that reflect a shared commitment between DMT and Mubadala to enhance community wellbeing and environmental sustainability.

As DMT, we also made a notable impact at GITEX Global 2023, a major global innovation summit. As part of our efforts to integrate cutting-edge technology into urban development, we signed three important Memorandums of Understanding (MOUs). The first, with Amazon Web Services (AWS), focuses on utilising Smart City solutions,

Artificial Intelligence, and Machine Learning to enhance urban services. The second MOU with Mohamed Bin Zayed Artificial Intelligence University aims to improve research and development in AI, further driving innovation in smart city initiatives. The third agreement, signed with the Abu Dhabi Department of Energy, seeks to improve cooperation on the regulation and safe handling of hazardous petroleum materials, promoting better environmental and operational standards. In line with its mission to improve the quality of life for Abu Dhabi's residents, we, as DMT, in partnership with Lulu Group International and the Abu Dhabi Investment Office (ADIO), is developing a new community centre in Al Rahbah. This centre will include a range of retail outlets and food and beverage options, serving as a social and commercial hub for the local community.

Further supporting Abu Dhabi's leadership in sustainable energy, we signed two additional MOUs with Changwon City and the Korea Transport Institute (KOTI). These agreements focus on advancing research in hydrogen energy and developing sustainable transportation strategies. The partnerships are aligned with Abu Dhabi's efforts to reduce carbon emissions and enhance the emirate's public transportation system through low-carbon hydrogen solutions. These initiatives focus on environmentally friendly infrastructure that supports long-term sustainability and strengthens Abu Dhabi's position as a global leader in clean energy.

Economic Impact.

Abu Dhabi Sustainability development is augmented through our collaborative projects with our partners which aim at generating economic value. As DMT, we are allocating resources and developing innovative solutions to create a sustainable, advanced, and cohesive infrastructure that meet's society's needs for essential services and facilities. By doing so, we are aiming to elevate the standard of living. We emphasise the implementation of standardised regulations and procedures that align with the leadership's vision, contributing to the growth of the real estate sector while supporting Abu Dhabi's economic development. In 2023, DMT's achievements in relation to its economic performance includes the following initiatives:



Asset Monetisation Framework: to unlock investment opportunities, optimise public finances by maximising the revenue and minimising the cost and prioritise society improvement



Investment Contract Analysis: to improve the compliance and collection process for the investment's contracts and to identify outstanding amounts



Governance Plan for Land Investment: identify opportunities for groups of investable lands and develop a roadmap for investment





GRI Content Index.

Service Statement

For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders.

Statement of Use

DMT has reported in accordance with the GRI Standards for the period between 1st January 2023 to 31st December 2023.

GRI 1 Used		Applicable GRI Sector Standard(s)	
GRI 1: Foundation 2021		NA	
GRI Standard/ Other Source	Disclosure	Page Number or Direct Answer	Notes/Omission
General Disclosures			
GRI 2: General Disclosures 2021	2-1 Organisational details	8-9	
	2-2 Entities included in the organisation's sustainability reporting	4-5	
	2-3 Reporting period, frequency and contact point	4-5	
	2-4 Restatements of information	29	
	2-5 External assurance	No external audit was conducted. DMT will not perform external assurance for this report. However, it may seek to obtain external assurance for future reports to enhance its data reliability and stakeholder confidence	
	2-6 Activities, value chain and other business relationships	8-9	
	2-7 Employees	40	
	2-8 Workers who are not employees		Information unavailable/ incomplete: The third-party workers are engaged through consultancy service contracts and are therefore not directly under DMT's responsibility or management. As per the nature of these contracts, the accountability for these workers lies with the respective consultancy firms, which manage their employment terms and conditions.
	2-10 Nomination and selection of the highest governance body	58-59	
	2-11 Chair of the highest governance body	58-59	
	2-12 Role of the highest governance body in overseeing the management of impacts	61-63	

GRI Standard/ Other Source	Disclosure	Page Number or Direct Answer	Notes/ Omission
General Disclosures			
GRI 2: General Disclosures 2021	2-13 Delegation of responsibility for managing impacts	61-63	
	2-14 Role of the highest governance body in sustainability reporting	56-57	
	2-15 Conflicts of interest	56-57	
	2-16 Communication of critical concerns	60	
	2-17 Collective knowledge of the highest governance body	56-57	
	2-18 Evaluation of the performance of the highest governance body	56-57	
	2-19 Remuneration policies	DMT follows Law No. 6 of 2016 Concerning Human Resources in the Emirate of Abu Dhabi, alongside the Regulations, Circulars and Guidelines issued by Abu Dhabi Government. The law includes all employee rights related to Employment, Training, Development, equal opportunities, benefits, Salary Scale and other employee rights.	
	2-20 Process to determine remuneration	DMT follows Law No. 6 of 2016 Concerning Human Resources in the Emirate of Abu Dhabi, alongside the Regulations, Circulars and Guidelines issued by Abu Dhabi Government. The law includes all employee rights related to Employment, Training, Development, equal opportunities, benefits, Salary Scale and other employee rights.	
	2-21 Annual total compensation ratio	The total compensation ratio and package are as determined by Law No. 6 of 2016 Concerning Human Resources in the Emirate of Abu Dhabi. A Salary Scale has been set by which DMT & Affiliates are committed to apply both in terms of policy and process. The Salary scale determined ensures both females and males receive an equal amount of remuneration and compensation packages. In the set Salary Scale for AD Government Employees, neither males nor females are differentiated, and salaries are payable as per the allocated employee Grade.	
	2-22 Statement on sustainable development strategy	18-19	
	2-23 Policy commitments	24-25	
	2-24 Embedding policy commitments	24-25	
	2-25 Processes to remediate negative impacts	61	
	2-26 Mechanisms for seeking advice and raising concerns	60	
	2-27 Compliance with laws and regulations	60	
2-28 Membership associations	66-67		
2-29 Approach to stakeholder engagement	22-23		
2-30 Collective bargaining agreements	DMT does not engage in collective bargaining agreements.		

GRI Standard/ Other Source	Disclosure	Page Number or Direct Answer	Notes/ Omission
Material topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	20-21	
	3-2 List of material topics	20-21	
Economic Performance and Impact			
GRI 3: Material Topics 2021	3-3 Management of material topics	67	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	67	
	201-3 Defined benefit plan obligations and other retirement plans	41-42	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	14-15	
	203-2 Significant indirect economic impacts	49-51	
Climate Resilience & Emissions			
GRI 3: Material Topics 2021	3-3 Management of material topics	30	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	30-32	
	305-2 Energy indirect (Scope 2) GHG emissions	30-32	
	305-4 GHG emissions intensity	30-32	
	305-5 Reduction of GHG emissions	30-32	
Energy Efficiency			
GRI 3: Material Topics 2021	3-3 Management of material topics	29	
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	29	
	302-3 Energy intensity	29	
	302-4 Reduction of energy consumption	29	
	302-5 Reductions in energy requirements of products and services	29	
Supplier Environmental Assessment			
GRI 3: Material Topics 2021	3-3 Management of material topics	36	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	36	
	308-2 Negative environmental impacts in the supply chain and actions taken	36	
Responsible Procurement Practices			
GRI 3: Material Topics 2021	3-3 Management of material topics	64-65	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	64-65	
GRI 414: Supplier Social Assessment 2016	414-2 Negative social impacts in the supply chain and actions taken	36	

Ethical Conduct and Anticorruption		
GRI 3: Material Topics 2021	3-3 Management of material topics	60
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	62-63
	205-2 Communication and training about anti-corruption policies and procedures	60
	205-3 Confirmed incidents of corruption and actions taken	Zero cases of corruption recorded at DMT
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	DMT does not engage in activities that require Child Labor. In areas where DMT engages in Labor Workers through partnerships, DMT follows the UAE Labor law. The law prohibits forced labour and discrimination on the basis of gender, race, colour, sex, religion, national or social origin or disability. It also spells out employers' obligations towards employees.
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	DMT does not engage in activities that require Child Labor. In areas where DMT engages in Labor Workers through partnerships, DMT follows the UAE Labor law. The law prohibits forced labour and discrimination on the basis of gender, race, colour, sex, religion, national or social origin or disability. It also spells out employers' obligations towards employees.
Water Management		
GRI 3: Material Topics 2021	3-3 Management of material topics	34
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	34
	303-2 Management of water discharge-related impacts	34
	303-5 Water consumption	34
Biodiversity		
GRI 3: Material Topics 2021	3-3 Management of material topics	35
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	35
	304-2 Significant impacts of activities, products and services on biodiversity	35
	304-3 Habitats protected or restored	35
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	35
Waste Management & Circular Economy		
GRI 3: Material Topics 2021	3-3 Management of material topics	33
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	33
	306-2 Management of significant waste-related impacts	33
	306-3 Waste generated	33

Employment		
GRI 3: Material Topics 2021	3-3 Management of material topics	41-42
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	41-42
	401-3 Parental leave	45-46
Occupational Health & Safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	47-48
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	47-48
	403-2 Hazard identification, risk assessment, and incident investigation	47-48
	403-3 Occupational health services	47-48
	403-4 Worker participation, consultation, and communication on occupational health and safety	47-48
	403-5 Worker training on occupational health and safety	47-48
	403-6 Promotion of worker health	47-48
	403-8 Workers covered by an occupational health and safety management system	47-48
	403-9 Work-related injuries	47-48
	403-10 Work-related ill health	47-48
Training & Development		
GRI 3: Material Topics 2021	3-3 Management of material topics	43-44
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	43-44
	404-2 Programs for upgrading employee skills and transition assistance programs	43-44
	404-3 Percentage of employees receiving regular performance and career development reviews	43-44
Diversity, Equality, and Non-discrimination		
GRI 3: Material Topics 2021	3-3 Management of material topics	45-46
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	45-46
	405-2 Ratio of basic salary and remuneration of women to men	The total compensation ratio and package are as determined by Law No. 6 of 2016 Concerning Human Resources in the Emirate of Abu Dhabi. A Salary Scale has been set by which DMT & Affiliates are committed to apply both in terms of policy and process. The Salary scale determined ensures both females and males receive an equal amount of remuneration and compensation packages. In the set Salary Scale for AD Government Employees, neither males nor females are differentiated and salaries are payable as per the allocated employee Grade.
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	DMT recorded zero incidents of non-discrimination

Community Wellbeing and Social Development		
GRI 3: Material Topics 2021	3-3 Management of material topics	49-51
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	49-51
Data Privacy and Cybersecurity		
GRI 3: Material Topics 2021	3-3 Management of material topics	63
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	DMT has zero recorded cases of complaints concerning breaches of customer privacy and losses of customer data
Other Material Topics		
Partnerships and Stakeholder Engagement		
GRI 3: Material Topics 2021	3-3 Management of material topics	66-67
Risk Management		
GRI 3: Material Topics 2021	3-3 Management of material topics	61
Innovation and Digitization		
GRI 3: Material Topics 2021	3-3 Management of material topics	52-54
Employee Attraction and Retention		
GRI 3: Material Topics 2021	3-3 Management of material topics	43-44
Transparency and Accountability		
GRI 3: Material Topics 2021	3-3 Management of material topics	56-57



Department of Municipalities and Transport

Headquarter Al Mamoura Building B,
Ahl Al'Azm St, Al Nahya
www.dmt.gov.ae
02 301 3333

