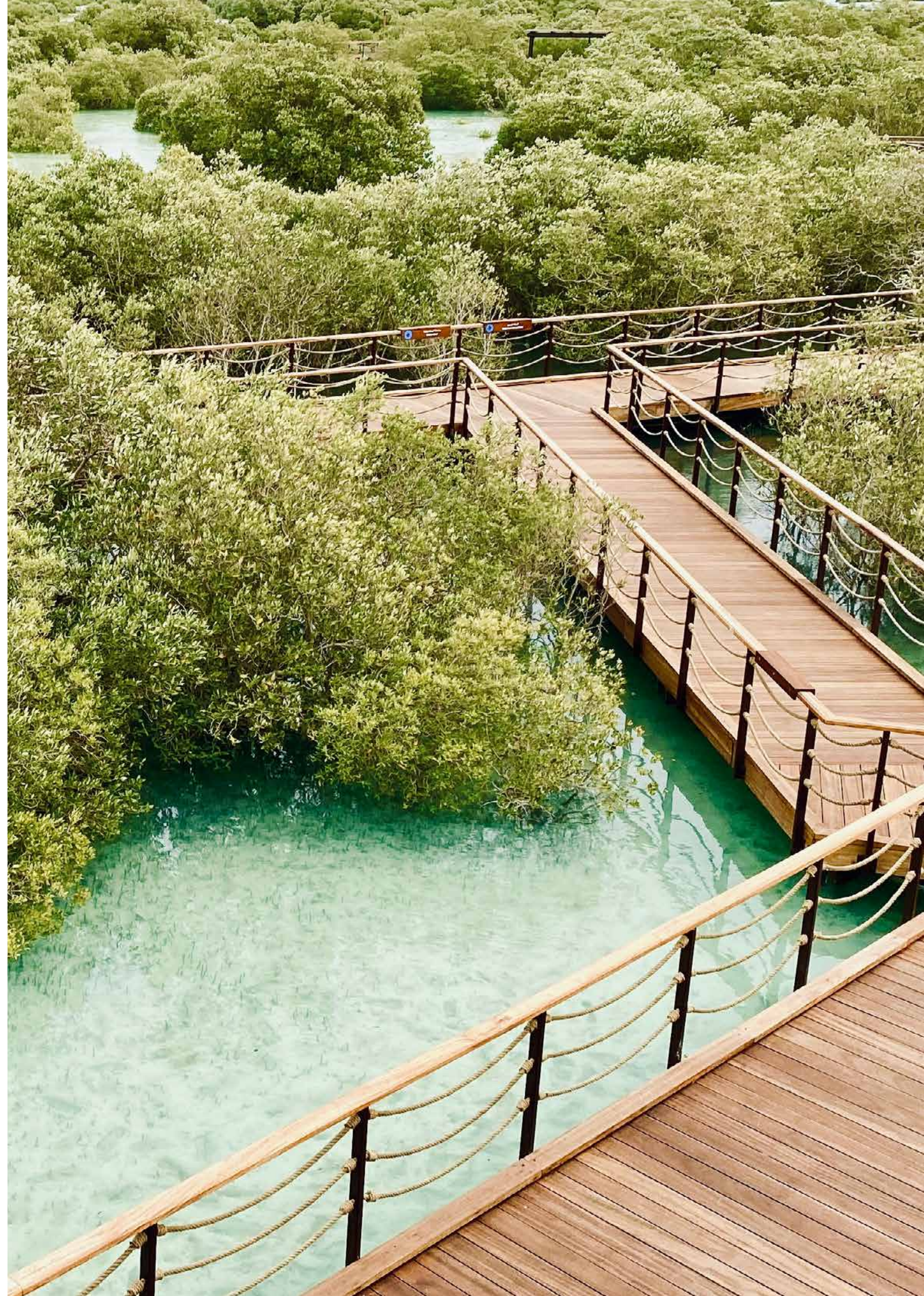




Department of Municipalities and Transport Sustainability Report 2024



**Driving our vision.
Delivering sustainably.**



A low-angle, upward-looking photograph of several modern skyscrapers. The buildings are covered in glass and steel, reflecting the sky. The sky is filled with soft, white clouds. The perspective makes the buildings appear to converge towards the top of the frame.

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Chairman’s message



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

”

It is my privilege to present the Department of Municipalities and Transport’s 2024 Sustainability Report.

Our sixth edition highlights Abu Dhabi’s enduring commitment to sustainable urban transformation.

2024 has been especially significant, with the UAE’s Year of Sustainability reaffirming our collective vision for a greener, more robust future. Within this context, the Department has worked tirelessly to build smarter infrastructure, stronger communities, and foster deeper connections between people, places, and institutions.

This year we achieved tangible progress across numerous fronts. We advanced our digital transformation journey, with 91% of services now automated or digitalised, enhancing efficiency, accessibility, and user experience. We also reached a 92.54% Emiratisation rate, underscoring our dedication to national talent development across the board. In collaboration with the Department of Energy, we reduced water usage by up to 30% and made measurable gains in energy efficiency.

These efforts collectively enhanced accessibility, inclusivity, and quality of life throughout the Emirate, demonstrating our conviction that truly great cities are not only built, but are also lived, experienced, and shared by all. Looking ahead, DMT will remain a pivotal player for sustainable transformation, prioritising innovation, collaboration, and community empowerment. Our actions today, directly contribute to global sustainability goals, shaping an era where Abu Dhabi’s human-centric design becomes a model for all cities.

My deepest gratitude goes to our people, partners, and stakeholders. Your unwavering dedication and commitment to excellence is at the core of our success now, and for years to come.

2024 Highlights

4+ million

Trees planted in Abu Dhabi

92.54%

Emiratisation rate

Up to 30%

Reduction in water usage compared to traditional methods

Zero

Fatalities among employees as a result of work-related injuries

100%

Of high-risk audit universe covered annually

Transitioning 1/4

Of public bus fleet to zero-emission vehicles

Zero

Total Recordable Injuries (TRIs) among employees and contractors

91%

Of services were digitalised

Over AED 4 billion

Investments into key urban development projects

About This Report

This is the sixth edition of DMT’s Sustainability Report that reflects our dedication to fostering a thriving, inclusive, and sustainable Abu Dhabi.

The report reflects our environmental, social, and governance (ESG) performance from 1 January to 31 December 2024. It showcases how DMT is actively enabling inclusive urban development, integrated infrastructure, and sustainable transport, thereby contributing to the UAE’s broader national priorities and international sustainability commitments.

As a pivotal player in the Emirate’s transformation, the DMT is committed to transparency. Through this report, we aim to offer a measurable account of our progress, challenges, and vision for the future. It serves as a platform for engaging our stakeholders, including government partners, private sector collaborators, residents, and the wider public, on how we are delivering impact at scale.

The report is written in accordance with the Global Reporting Initiative (GRI) Standards: Core Option, and is guided by the principles of accuracy, balance, comparability, and stakeholder inclusiveness. It also aligns with:

- The United Nations Sustainable Development Goals (UN SDGs)
- The UAE Centennial 2071 Vision
- The United Nations Global Compact (UNGC) Principles
- Other applicable frameworks relevant to urban sustainability and public sector leadership

It is important to note that, unless stated, the reporting boundary for this document covers DMT’s headquarters operations in Abu Dhabi. It does not include the activities of the municipalities of Abu Dhabi, Al Ain, and Al Dhafrah, or the Integrated Transport Centre (ITC).



As we continue evolving our ESG practices, stakeholder input remains vital.

We welcome your feedback and suggestions at:
info@dmr.gov.ae

About DMT

We shape the future of how people live, move, and connect in Abu Dhabi.

We were established under Law No. 30 of 2019 to plan, regulate, and govern urban development and transport across Abu Dhabi City, Al Ain, and Al Dhafrah region. Our mission is to ensure that every community can thrive in a connected, inclusive, and sustainable environment.

We serve as an enabler of national progress. Our work contributes to the UAE Centennial 2071 vision, the National Net Zero Pathway, and the United Nations Sustainable Development Goals. We align policy with purpose, always focused on delivering lasting impact for people and the planet.



Connecting Policy with Everyday Life

Our role extends beyond regulation. We connect national strategy with tangible outcomes. Through transport planning, sustainable zoning, housing policy, and digital infrastructure, we shape urban life to be people-centred, environmentally responsible, and built to last.

We are responsible for:

- Developing long-term urban and mobility strategies
- Regulating land use, construction, and licensing across the Emirate
- Integrating sustainability, safety, and accessibility into public infrastructure
- Monitoring the performance of our affiliated entities
- Enabling private sector investment and innovation
- Designing solutions that reflect the needs and aspirations of our communities



Governance That Supports Ambition

We operate under the guidance of the Abu Dhabi Executive Council and oversee the performance and regulatory frameworks of four core entities:

- Abu Dhabi City Municipality
- Al Ain Municipality
- Al Dhafra Municipality
- Integrated Transport Centre

Our Vision

World-class liveability enabled by integrated and sustainable communities, municipalities and transportation.

Our Mission

Develop, regulate and serve municipal, real estate and transportation needs through the provision of world-class infrastructure, facilities and services for the wellbeing, happiness and prosperity of the Emirate of Abu Dhabi.

Our Values

- Customer-centric
- Sustainable
- Agile
- Collaborative
- Innovative

Our Approach to Sustainability

We view sustainability as a practical commitment rather than a separate initiative.

It shapes how we plan, operate, and improve.

Every decision we make considers the wider impact. By focusing on long-term value, resilience, and efficiency, we aim to create outcomes that matter well into the future.



Sustainability Strategy Vision

Create a thriving ecosystem rooted in sustainable urban spaces and advanced mobility services. Elevating quality of life for all communities.



Sustainability Strategy Mission

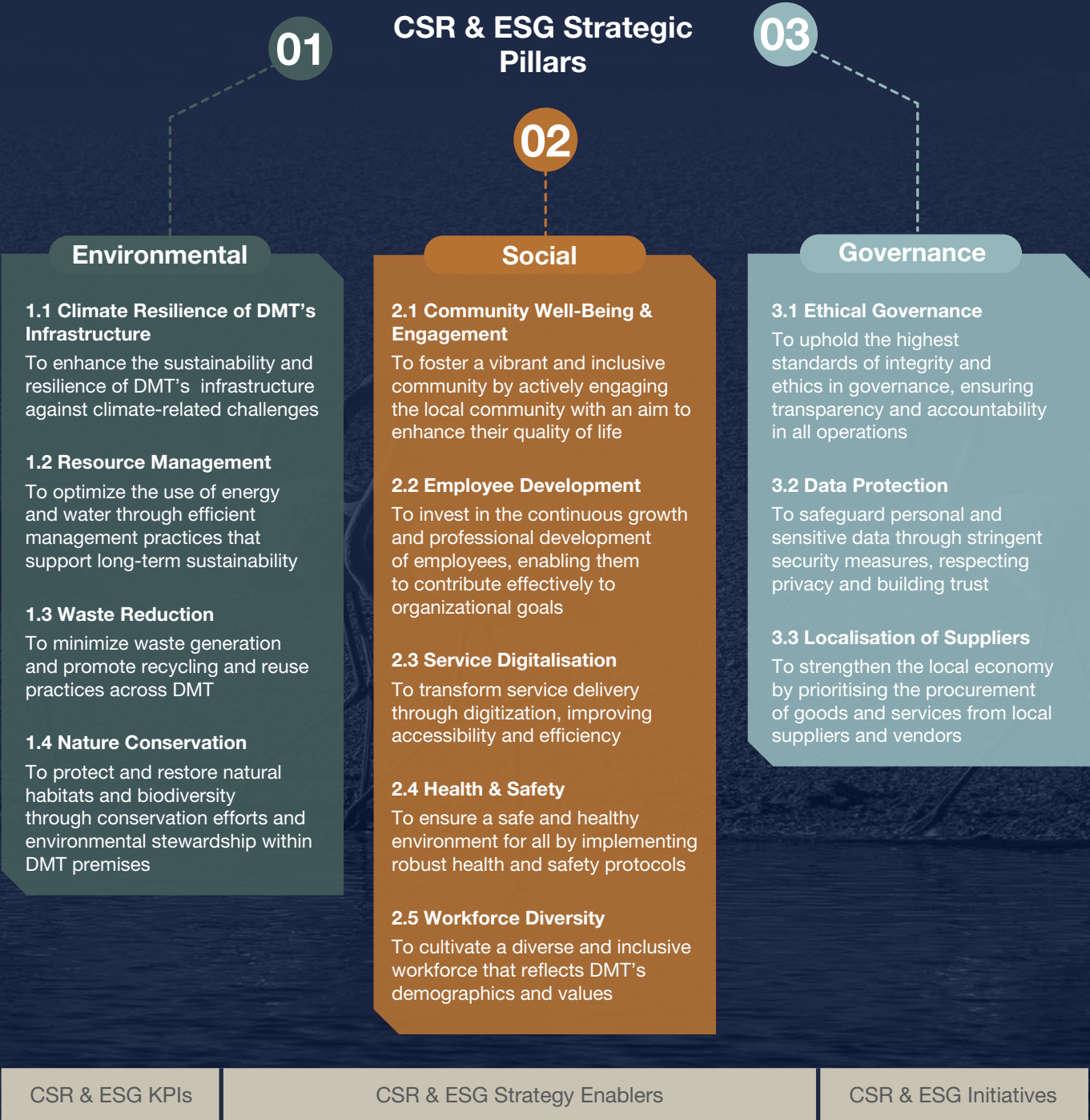
Pioneer the transformation of urban sustainability and mobility through innovative and inclusive services designed to elevate living standards and foster a spirit of unity, collaboration, and harmony across diverse communities.

Vision

Create sustainable urban spaces and advanced mobility to enhance the quality of life for all communities

Mission

Lead the transformation of urban sustainability and mobility through innovative, inclusive services that elevate living standards and foster collaboration



Focus Areas

We conducted a refreshed materiality assessment to identify DMT’s ESG priorities. The process provides a clearer view of stakeholder expectations and informs decisions that align with our long-term direction.

Materiality Assessment Process

01 Identification

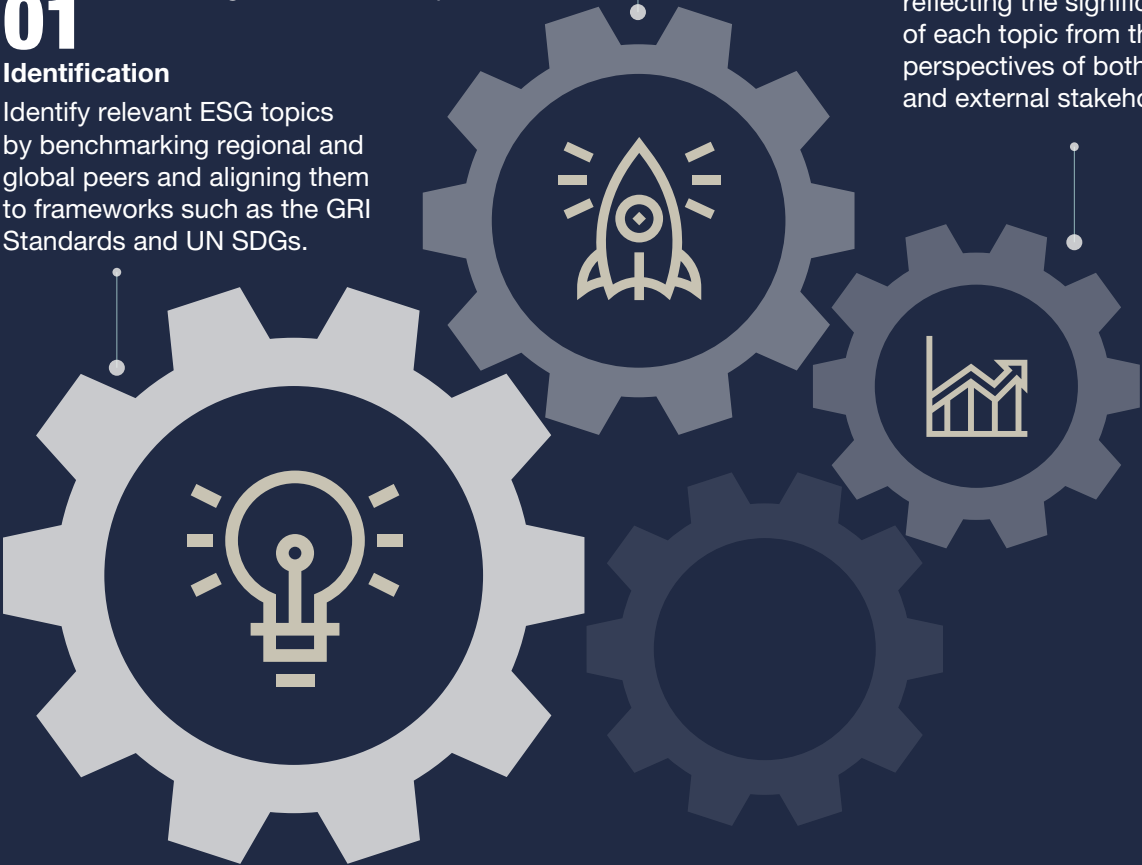
Identify relevant ESG topics by benchmarking regional and global peers and aligning them to frameworks such as the GRI Standards and UN SDGs.

02 Engagement

Engage with internal and external stakeholders through a materiality workshop and surveys to gain insight into their perspectives pertaining to the material topic’s significance and impact.

03 Analysis and Validation

Develop a materiality matrix based on the survey results, reflecting the significance of each topic from the perspectives of both internal and external stakeholders.



Materiality Topics



National Alignment and Global Goals

National Vision and UN SDGs
DMT’s CSR and ESG objectives aim to support Abu Dhabi and the broader national ambitions.
Additionally, the objectives aim to contribute to the relevant United Nations Sustainable Development Goals.

DMT's CSR and ESG Objectives	Abu Dhabi Vision	UAE Vision	SDGs
Environmental - Climate resilience of DMT's infrastructure - Resource management - Waste reduction - Nature conservation	- Abu Dhabi Transportation Mobility Management Strategy - Abu Dhabi Vision 2030 - Environment Vision 2030 - Abu Dhabi Climate Change strategy	- UAE Net Zero 2050 - UAE Green Agenda - UAE Energy Strategy 2050 - UAE Circular Economy Policy - UAE National Sustainable Production and Consumption Plan - National Water and Energy Demand Management Programme	
Social - Community wellbeing and engagement - Employee development - Service digitisation - Health and safety - Workforce diversity	- Abu Dhabi Vision 2030 - Abu Dhabi Social Support Programme - Emiratisation Policy	- National Employment Strategy 2031 - UAE National Sustainable Production and Consumption Plan - UAE Strategy for Government Services	
Governance - Ethical governance - Data protection - Localisation of suppliers	- Abu Dhabi Vision 2030 - Abu Dhabi Executive Council Resolutions - Government Procurement Policies - Emirate-Wide Data	- National Employment Strategy 2031 - UAE Energy Strategy 2050 - UAE Strategy for Government Services	

Listening to Our Communities

Stakeholder Engagement

DMT engages with a wide range of stakeholders including government, employees, customers, partners and suppliers. Through regular dialogue and collaboration, we build mutual understanding, share knowledge and strengthen our collective responsibility for sustainable development.

Stakeholder Needs and Expectations



Modes of Engagement

Active Involvement

We connect with our stakeholders through interactive initiatives such as employee awareness programmes, promotional campaigns, roadshows, student visits, supplier meetings, seminars, and customer feedback channels.

Feedback & Dialogue

We gather input through satisfaction surveys, materiality workshops, direct feedback mechanisms, and regular interactions between employees to understand and respond to their needs.

Collaborative Partnerships

We foster long-term collaboration through strategic alliances, and joint initiatives with external partners to co-create sustainable solutions.



An Emirate that Thinks with Nature



An Emirate that Thinks with Nature

Abu Dhabi’s growth is shaped by its environment. Every project planned by DMT begins with a clear idea: that cities and ecosystems evolve together.

Guided by the Abu Dhabi Environment Vision 2030 and the UAE National Climate Change Plan 2017 to 2050, DMT embeds sustainability into infrastructure development, energy management, and natural systems protection.

At the heart of this approach is the Environmental Innovation Framework, a system that unifies technology, design, and nature to help the city adapt and thrive. Its principles guide DMT’s sustainability work: optimising energy, re-circulating resources, and protecting natural capital. Each of these represents a field of innovation where environmental thinking shapes city planning in measurable ways.

Environmental Innovation Framework

Circular Economy Activation

Waste produced by our operations’ activities is being redefined as a resource. DMT’s Public Cleanliness Operations support the UAE Circular Economy Policy 2021–2031 by optimising collection systems, reducing littering, and increasing diversion from landfill. This includes digitising field operations, implementing initiatives for tackling problematic waste collection, and enhancing recycling ecosystems across Abu Dhabi.

Technology-enabled monitoring, AI classification pilots, and data-driven route optimisation are improving efficiency and resource recovery. These actions contribute to a wider shift toward keeping materials in circulation and minimizing environmental impact across the Emirate.

Low-Carbon Mobility

Transport across the Emirate is evolving into a cleaner and quieter system. DMT is transitioning its vehicle fleet to hybrid and electric models, while autonomous projects such as TXAI and Robobus are being tested to demonstrate what future urban mobility can look like. These advancements collectively reduce emissions and support a resilient, connected city.

Energy Optimisation

DMT works with the Department of Energy under the 2030 Energy and Water Efficiency Strategy to reduce consumption across municipal assets. Through the Building Retrofit Programme, older facilities are being upgraded with intelligent controls that monitor performance and adjust use in real time, lowering waste and improving efficiency.

Environmental Sensing and Engagement

Solar benches, air quality monitors, and smart waste bins are integrated into public areas to improve comfort, awareness, and resource efficiency, making sustainability part of daily life in the Emirate.

Smart Parks and Living Spaces

Abu Dhabi’s parks are now equipped with sensors that collect data on soil, water, and air conditions. Smart irrigation reduces water use by up to 30% and adaptive lighting lowers energy needs by around 20%. These public spaces serve as open-air laboratories, demonstrating how data can enhance both environmental performance and the visitor experience.

Biodiversity and Land Stewardship

Working alongside the Environment Agency Abu Dhabi, DMT supports programmes that protect habitats, manage invasive species, and restore green spaces. The goal is to safeguard natural capital while warranting that the city’s expansion enhances rather than replaces ecological value.

Climate Resilience Plan 2024 to 2030

Building on this foundation, DMT has set a series of goals to strengthen the Emirate’s ability to withstand environmental challenges and meet future needs.

Key Priorities Include:

Introducing new bus contracts that integrate fleet renewal and **low-carbon requirements**

Expanding electric vehicle charging infrastructure across Abu Dhabi under a unified concession model

Developing public awareness campaigns promoting safe micromobility use

Conducting periodic assessments on regional growth, climate resilience, and land-use efficiency every five years

Transitioning one quarter of the public bus fleet to **zero-emission vehicles** powered by electricity or hydrogen

Converting 25% of taxis to zero-emission vehicles through contract conditions and regulatory incentives

Creating a digital platform that manages and monitors charging operations throughout the Emirate

Supporting operators in deploying **shared e-scooters and bicycles across districts**

Advancing energy and waterefficiency through ongoing collaboration with the Department of Energy

In 2024, DMT undertook key activities to assess the baseline conditions, visioning outcomes, and spatial growth scenarios for the Abu Dhabi region every five years.

The Activities Included:



Conduct a review of regional plans, national initiatives, and international commitments to identify key themes and areas for enhancing urban master plans.



Executing a region-wide benchmarking and megatrend analysis, and gathering insights and perspectives from a diverse range of internal and external stakeholders, ensuring equitable representation from Abu Dhabi's anchor destinations, special economic zones, tourism sectors, neighbourhood expansion plans, liveability factors, and social trends.



Conduct regional Strategic Environmental Assessments (SEA) to integrate sustainability considerations into urban structure framework plans, with a focus on addressing long-term environmental challenges such as rising sea levels.



Ensure compliance with the Estidama Pearl Rating System (PRS) by embedding its sustainability criteria into the planning and design of urban developments.



Managing Our Resources

Asset Management

Effective asset management is central to our operations. We manage the infrastructure and resources to be optimised and aligned with long-term environmental goals. At DMT, we leverage data-driven systems and smart technologies to make informed decisions that balance economic value with environmental stewardship.

2024 Highlights

- Developed and managed the Asset System (Osool): the asset system unifies all assets – parks, green spaces, and irrigation networks –into a single system, to facilitate processing, condition analysis, performance evaluation, tracking, and inventory. It also supports financial modelling of assets, budget preparation, proactive maintenance planning, and work order.
- Implemented a Tree Tagging and Numbering Project: to tag local trees within the Department’s urban scope in Abu Dhabi, including Samar, Sidr, and Ghaf trees. This project aimed to preserve local heritage, enable quick location identification, and ensure accurate data for O&M activities.
- Pilot programmes on automated irrigation improved water efficiency and reduced manual interventions
- Established the BAINATAK system: It was designed to ensure the quality of infrastructure project data and its compliance with standardised criteria before transferring it to a centralised database. The system also includes a chatbot to respond to contractors’ inquiries and enables communication with the Asset Management team.
- The Building Retrofit Programme achieved measurable energy savings in the government-owned municipal assets and informed future efficiency standards.
- A comprehensive asset and safety evaluation was completed across all municipalities.

Future Focus

- Enhancement of Asset Operations and Maintenance: To strengthen governance of processes and procedures related to infrastructure asset permits and standardisation of their outputs.
- Infrastructure Asset Permits Governance & Standardisation: To develop a comprehensive operations and maintenance (O&M) policy and strategy, based on which a phased, practical roadmap is prepared to update all O&M procedures across different asset categories.
- Planning Tagging of all the Asset infrastructure projects: Aims to number the Department’s and affiliated entities’ assets to inventory and track them, facilitating their management and protection.
- Enhancement of O&M for Stormwater Drainage Network Critical Points: Studying the latest rainfall reports issued by Abu Dhabi Municipality through inspection and evaluation to prioritise actions using data-driven smart methods and field surveys.
- Public-Private Partnership (PPP) project: To reduce irrigation water consumption for parks and green spaces in Abu Dhabi by promoting modern, smart systems to enhance performance and upgrade the existing system.
- To develop an asset system to include forests, wildlife, and operations-supporting assets.
- Establish an asset programme to include departmental buildings, municipal buildings, and community facilities.

Energy

DMT is cultivating a culture of energy awareness across its workforce. Through training and recognition programmes, employees actively participate in saving energy and identifying new opportunities for efficiency.

KPI	Unit	2022	2023	2024
Total Energy Consumption* (Electricity + Fuel)	GJ	7743	6081	6829
Energy Intensity	GJ/sqm	0.645	0.507	0.569

Emissions

To monitor its environmental impact, DMT applies a Carbon Footprint Framework aligned with the Greenhouse Gas Protocol Corporate Standard. Annual assessments cover Scope 1 and Scope 2 emissions, using internationally recognised emission factors and global warming potentials from the IPCC and IEA.

In 2024, emissions from transport declined further, driven by increased adoption of shared and hybrid vehicles. Scope 2 emissions continued to fall, reflecting progress in energy efficiency programmes.

The following infographic summarises DMT’s GHG Scopes:

Our approach to calculations is aligned with the GHG Protocol Corporate Standard, utilising emission factors and Global Warming Potential (GWP) factors sourced from the IPCC and IEA.

In 2024, we observed an increase in GHG emissions from transportation (Scope 1) due to operational adjustments and expanded activities. At the same time, Scope 2 emissions continued to decline, driven by energy efficiency initiatives implemented across the Department (see Section: Energy), resulting in an overall reduction in total emissions compared to 2022.

KPI	2022	2023	2024
Scope 1 (tCO ₂ e)	141	120	200.3
Scope 2 (tCO ₂ e)	1039	792	714.7
Total emissions (tCO ₂ e)	1180	912	915
Total GHG Intensity (tCO ₂ e/sqm)	0.098	0.076	0.076

Water

Through close coordination with the Department of Energy, DMT is expanding initiatives that link water and energy efficiency across cultivated landscapes. These efforts include the adoption of smart irrigation technologies, that improved monitoring systems, and

data-driven decision-making. This ensures that water is used responsibly and effectively. By integrating sustainability into land and resource management, the department is helping to secure long-term resilience for both natural ecosystems and urban communities.

Water consumption

KPI	Unit	2022	2023	2024
Water consumption	m³	5469	6267	4517
Water intensity	m³/m²	0.46	0.52	0.376

Waste

DMT plays a central role in advancing Abu Dhabi’s waste management targets by improving collection efficiency, enhancing and supporting diversion from landfills. Through the Public Cleaning and Waste Management initiative, DMT implements city-wide collection systems, digitised inspection tools that reduce environmental impact and improve service delivery. In addition to municipal operations, DMT continues to promote responsible office waste practices. In 2024, DMT participated in the Shredit ME eco-friendly shredding initiative, contributing to:

- 383 kg CO₂ equivalents
- 10.17 m³ landfill equivalents
- 13,560 kW energy equivalents
- 107,880 L water equivalents

Key actions include:

- Digitalising waste collection as part of public cleaning services and inspection processes to increase monitoring accuracy, reduce manual errors, and improve route efficiency.
- Reducing littering through awareness campaigns and improved field supervision tools.
- Managing illegally dumped waste (construction, bulky, and green waste) in open and undeveloped areas.
- Supporting circular economy goals by prioritising reuse and responsible disposal in line with the UAE Circular Economy Policy 2031.

KPI	Unit	2022	2023	2024
Waste generated	Average Kg/month	147	266	279

Protecting the Environment

Biodiversity

Abu Dhabi’s green and coastal landscapes form the living framework of the city. DMT expands and manages over 200 parks and beaches that are essential habitats and support local biodiversity. The Smart Parks Initiative employs environmental sensors to monitor air quality and soil moisture, ensuring healthier ecosystems and better-managed public spaces. Nearly five million native trees now strengthen the city’s green network, reinforcing both ecological resilience and urban comfort. Urban Growth Limits are applied for expansion efforts are aligned with environmental priorities. The department also collaborates with strategic partners to protect both terrestrial and marine habitats, integrating international standards and insights from Environmental

Impact Assessments (EIAs) into its planning framework. This preserves the Emirate’s biodiversity and natural heritage by implementing existing environmental legislation and enforcing key restrictions. These include prohibitions on harming marine life, introducing non-native species into protected areas, conducting military exercises, polluting natural resources, and undertaking unauthorised development activities within conservation zones. In partnership with the Environment Agency, DMT also champions diversified forest use, including ecotourism, agriculture, wildlife conservation, and educational outreach. The forest management strategy regulates access to protected areas, bans non-native plantings, and enforces seasonal restrictions to safeguard wildlife during breeding periods.

Environmental Compliance

We work towards meeting high standards of environmental compliance in our projects and plans. Under the Service Level Agreement (SLA) with the Environment Agency – Abu Dhabi (EAD), we conduct environmental assessments to make sure our activities align with regulatory requirements and support sustainable development. For regional plans, this includes preparing a Strategic Environmental Assessment (SEA) to evaluate potential environmental impacts at a broader level. In 2024, we secured EAD’s approval for the SEA Terms of Reference for the Urban Plan Capital and subsequently submitted the full SEA report for review. This reflects our continued adherence to Law No. 24 of 1999, which governs the environmental protection and development across the Emirate.

Throughout the year, we secured necessary environmental permits and approvals for our projects and plans. The Urban Plan Capital was the only plan submitted for approval in 2024, and there were no cases of non-compliance recorded. We adhere to the SLA and the Technical Guidance Documents issued by EAD. We work with registered environmental consultancy firms, either directly or through our planning and design consultants, to carry out the required studies. Our Environmental Department actively monitors approved assessments as a key performance indicator to embed environmental considerations into our planning and development initiatives.



> Case Study **PPP Smart Irrigation Scheme**

Summary

Initiating a public-private partnership project to improve irrigation water efficiency for parks and green spaces in Abu Dhabi.

Importance to DMT

- Strengthen public-private partnership by upgrading and modernizing the existing irrigation system using advanced technologies.
- Optimise water use, reduce wastage, and enhance overall sustainability.
- Reduce water consumption KPIs and improve support for the Demand-Side Management (DSM) strategy.

Outcomes

- | Reduces Energy Consumption
- | Decreases Operational Waste: Automated systems detect leaks or inefficiencies early, preventing water loss and environmental degradation
- | Supports sustainability such as optimising asset lifecycles and improving efficiency

Objectives

The project aims to strengthen the partnership between the public and private sectors by evaluating, updating, and upgrading the existing irrigation system through the integration of advanced technologies, with the goal of optimising water use, reducing wastage, and enhancing sustainability.

Putting People First



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Community Wellbeing and Liveability

We believe that a truly liveable city is one where people feel safe, connected, and valued. In line with the UAE’s Year of Sustainability, we continued to prioritise wellbeing at the core of our urban development efforts throughout 2024.

Our work encompasses Abu Dhabi City, Al Ain, and Al Dhafra. Every project we deliver is guided by a simple goal: to create inclusive, accessible, and resilient communities where residents and visitors enjoy a high quality of life.

To support this vision, we are implementing a forward-looking Liveability Strategy designed to enhance life across the emirate. One of the core pillars of this strategy is the Revitalise National Communities programme.

Launched in 2024, this initiative focuses on upgrading essential public infrastructure to meet evolving community needs.

Key developments under this programme include the enhancement of the following spaces. These upgrades contribute to safer, more engaging neighbourhoods that reflect Abu Dhabi’s cultural heritage while embracing modern urban design.



Parks



Community centres



Civil defence facilities



Mosques



Schools



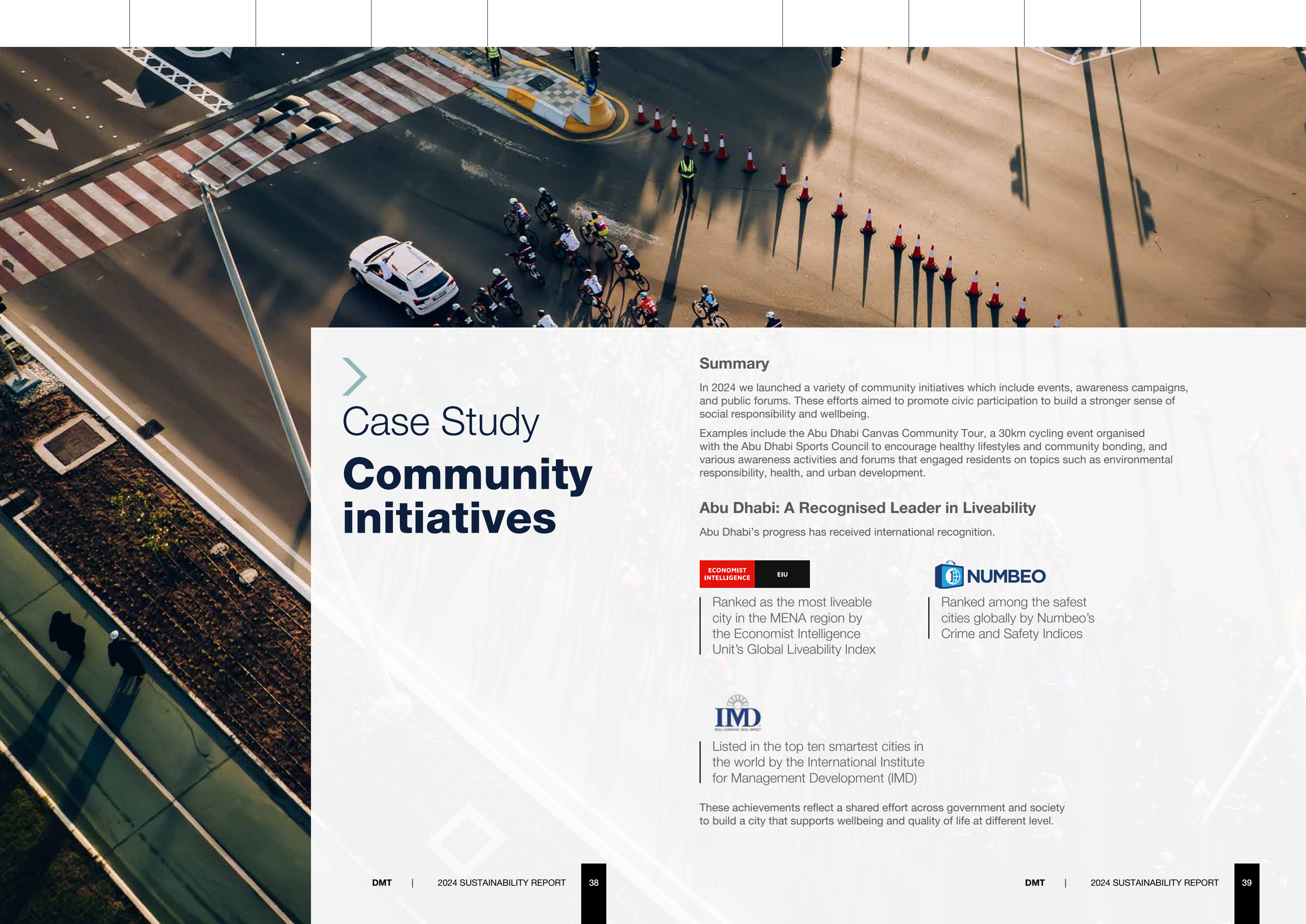
Sporting amenities



Community engagement activities such as events, awareness campaigns, and forums

Our efforts are guided by data and public input.

The expansion of green areas, pedestrian-friendly pathways, and shaded communal spaces helps create environments that are welcoming, walkable, and inclusive for all ages and abilities.



> Case Study **Community initiatives**

Summary

In 2024 we launched a variety of community initiatives which include events, awareness campaigns, and public forums. These efforts aimed to promote civic participation to build a stronger sense of social responsibility and wellbeing.

Examples include the Abu Dhabi Canvas Community Tour, a 30km cycling event organised with the Abu Dhabi Sports Council to encourage healthy lifestyles and community bonding, and various awareness activities and forums that engaged residents on topics such as environmental responsibility, health, and urban development.

Abu Dhabi: A Recognised Leader in Liveability

Abu Dhabi's progress has received international recognition.

ECONOMIST
INTELLIGENCE

EIU

Ranked as the most liveable city in the MENA region by the Economist Intelligence Unit's Global Liveability Index



Ranked among the safest cities globally by Numbeo's Crime and Safety Indices



Listed in the top ten smartest cities in the world by the International Institute for Management Development (IMD)

These achievements reflect a shared effort across government and society to build a city that supports wellbeing and quality of life at different level.

Infrastructure for the Public

We developed a Planning and Infrastructure strategy to maximise the use of land and public assets to support Abu Dhabi’s long-term development goals. This includes coordinated planning for transportation, real estate, and infrastructure across all districts.

In 2024, we delivered a wide range of urban improvements aimed at creating vibrant and sustainable public spaces:

- 200 new parks and beaches were opened, with 84% of residents reporting satisfaction with their quality and maintenance.
- Seven smart parks were equipped with over 1,400 environmental sensors to monitor soil, air, and electricity use.
- Abu Dhabi Canvas, a public art initiative, revitalised over 100 urban sites through installations by UAE-based artists.
- Features like misting systems, green walls, and permeable pavements were introduced to improve thermal comfort and reduce the urban heat effect.

In addition to enhancing aesthetics and climate resilience, we continued to improve digital connectivity across public areas. As of 2024, 75% of residents reported using free Wi-Fi services on buses, beaches, and parks provided through Hala Wi-Fi.

Infrastructure for Resilience and Growth

We expanded major roads, including Al Ain Road and the E11 corridor, and completed two new bridges on Al Khaleej Al Arabi Street, **reducing traffic delays by up to 80% during peak hours**. Beneath the surface, we invested in stormwater drainage, utility tunnels, and smart lighting systems to strengthen our response to climate risks and population growth.

Sustainability remained central to our design approach. Many routes were lined with drought-tolerant trees, powered by solar lighting, and maintained using smart irrigation systems to reduce resource consumption.

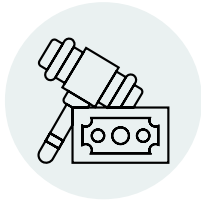
Community Engagement and Service Delivery

Our community outreach continued through Al Tawajud Al Baladi Centres, which operate over 20 hubs across the Emirate to gather resident feedback, resolve local issues, and improve service quality.

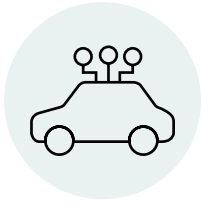
In 2024, DMT invested over **AED 4 billion** into urban development projects as part of a wider **AED 75 billion** plan to support Abu Dhabi’s transformation into a model of sustainable urban living.

Cleanliness, Aesthetics, and Public Health

Maintaining Abu Dhabi’s visual identity and public hygiene is also a key component of liveability. This year, DMT introduced a set of enforcement and digital monitoring measures:



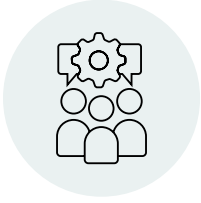
Fines and penalties under Law No. (2) of 2012 were revised to protect public appearance and health, and tranquillity in the Emirate of Abu Dhabi.



New AI-enabled inspection vehicles improved oversight of streets and public spaces.



40 AI inspection vehicles were deployed, with 21 more scheduled for 2025.



Specialized training workshops were delivered to all Public Appearance inspectors, focusing on legal compliance, violation assessment, and distortion identification covered within the SLA agreements.

We also launched plans for a City Image Media Campaign in 2025 to raise public awareness on the preservation of public spaces, tranquillity, -and the Overoccupancy phenomenon in the Emirate.





>

Case Study

Addressing Overcrowded Housing in Abu Dhabi

Summary

The initiative to address overcrowded housing in Abu Dhabi focuses on regulatory enforcement, targeted field inspections, and inter-agency coordination. By ensuring compliance with approved occupancy limits, the initiative aims to safeguard public safety and urban infrastructure. Implemented across all municipalities with unified procedures, the campaign is monitored by senior leadership and supports legal housing practices while enhancing the quality of life for residents.

Importance to DMT

- Addressing overcrowded housing is crucial for DMT as it aligns with its mandate to ensure public safety, uphold urban planning standards, and preserve the emirate's overall appearance and quality of life.

Specific Features of the Initiative

- The initiative was launched under the public awareness slogan “سكنك مسؤوليتك” (Your Home, Your Responsibility) to enhance community engagement and legal awareness. A unified inspection model was applied across all municipalities to ensure consistency and standardisation in enforcement. Additionally, a dedicated awareness campaign was implemented to explain penalties, legal procedures, and the importance of compliance.

Outcomes

Raised community awareness through legal education and media campaigns, empowering tenants and property owners to act responsibly.

Objectives

- Enforce compliance with Law No. (8) of 2019 regulating residential occupancy.
- Identify and reduce cases of overcrowded housing across the emirate.
- Protect public health, safety, and urban infrastructure from risks associated with over-occupancy.
- Promote legal and sustainable use of residential properties.
- Enhance coordination between municipalities and strategic partners in enforcement.
- Strengthen the city's liveability and improve the overall quality of life for residents.

Improved safety and living conditions for residents by eliminating unsafe and unhealthy housing arrangements.

Resident Experience Uplifted

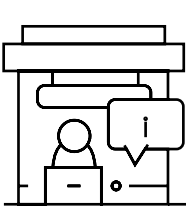
Delivering efficient, accessible, and responsive public services is one of our core responsibilities at DMT. In 2024, we strengthened our approach to resident experience through a more integrated digital ecosystem, improved frontline service quality, and proactive engagement across all channels.

We believe that exceptional public services begin with listening to the people we serve and are made possible by a system that is digitally connected, responsive, and transparent.

Putting People at the Centre

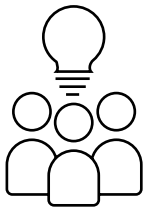
The Customer Happiness Governance Administration oversees all service-related activities within DMT. Through this framework, we ensure that citizens and residents receive timely support, clear communication, and an accessible interface for resolving queries, requesting services, and sharing feedback.

This year, DMT operated across three key departments:



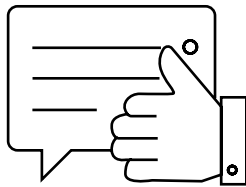
Customer Service Centers Organisation Department

Ensures service centers are aligned with policy standards and annual plans.



Customer Service Awareness Department

Delivers staff training and monitors service quality through direct feedback and secret shopper insights.



Customer Complaints and Communication Department

Analyses CRM platform data and facilitates resolution with internal departments.

All departments are governed by clear manuals and policies, including:

- The Seamless Customer Experience Policy
- The Governance Policy for Service and Operations Improvement
- The Shared CRM Platform Guide



Measuring and Improving Service Quality

Our efforts in 2024 were focused on raising the standard of service delivery across every channel. We continued to expand our Customer Relationship Management (CRM) platform, resolving 100% of all complaints raised.

Customer satisfaction improved from 65% in 2023 to 67% in 2024, with ongoing efforts to enhance user experience and streamline digital access.

Customer Satisfaction	2022	2023	2024
Number of customer complaints raised	22	08	07
Number of customer complaints resolved	22	08	07
Overall customer satisfaction rate	NA	65%	67%

Public Cleanliness:
A New Model for Service Delivery

In 2024, we began laying the foundation for the newly established Public Cleanliness Division, officially launching in 2025 as part of a long-term shift toward smarter, more sustainable urban services. The programme integrates technology, operational efficiency, and citizen-centric design into all aspects of municipal cleanliness.

Key features of the Public Cleanliness programme include:

Digital transformation of field operations, including smart inspection tools, real-time reporting, and automated service monitoring.

Route optimization and performance dashboards that enhance operational efficiency, reduce emissions from fleet activity, and improve service coverage.

Enhanced illegally dumped waste collection across public spaces, supporting Abu Dhabi's Circular Economy Policy 2031 and the emirate's waste diversion goals.

Strengthened regulatory compliance and service quality, supported by clear KPIs, data-driven decision-making, and improved contractor performance management.

Integration with national and international sustainability frameworks, including contributions to relevant SDGs and Abu Dhabi's Voluntary Local Review (VLR).

This model represents a major improvement in how essential cleanliness services are delivered, shifting from reactive operations to proactive, transparent, and environmentally responsible service delivery.



We will continue to align the Public Cleanliness programme with global best practices by improving:



Real-time digital access to service information.



Mobile-first customer engagement.

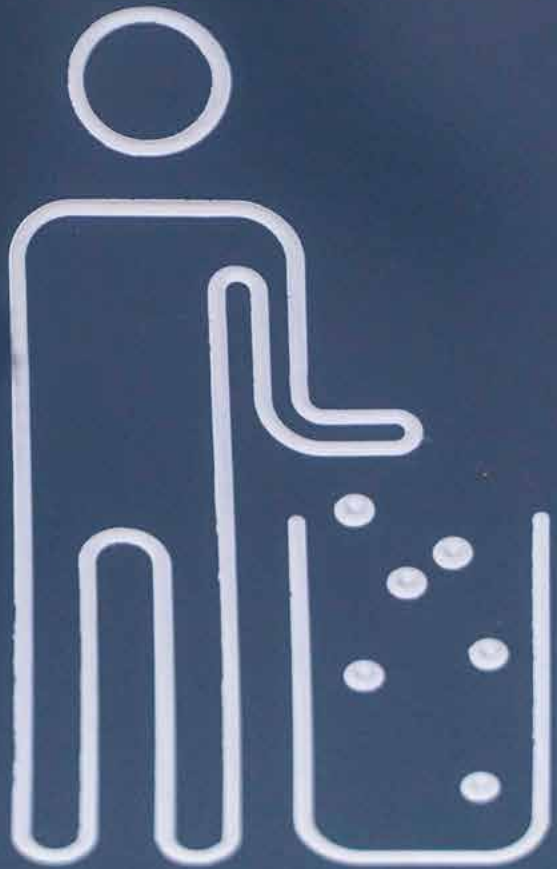


Human-centred support through trained field and control-room staff.



System-wide transparency and accountability through public dashboards and integrated reporting.

As Abu Dhabi continues its transition toward a smart and sustainable future, the Public Cleanliness Division will ensure that every service is seamless, efficient, and centred around the wellbeing of the community.



Our People

Our staff are the driving force behind our mission to shape the future of Abu Dhabi. We strive for a collaborative and forward-thinking work environment where every employee plays a role in building a sustainable, inclusive, and futuristic city.

We aim to build a high-performance environment where our people are empowered to grow, lead, and make meaningful contributions to DMT's strategic objectives and daily operations. Our approach centres on attracting, nurturing, and retaining a diverse and skilled workforce across all levels. By aligning individual performance with organisational goals, we provide employees with clear expectations and structured career development, enabling both personal advancement and collective success.

DMT follows the regulations of the Human Resources Authority (HRA) in Abu Dhabi, and the laws partaking to Human Resources Civil Service No. (6) in 2016. The law includes all employee rights related to employment, training, development, equal opportunities, benefits, and other staff entitlements. The Department then translates these laws into procedures and internal processes to help govern and oversee the implementation of HRA policies within Abu Dhabi.

Our employees lead the organisation toward achieving its goals with dedication and excellence. Which is why we work towards having a culture of teamwork, ethical behaviour, and continuous improvement. We also aim to provide our teams with the tools and education necessary for their professional growth.

This commitment extends to our role as the steward of Abu Dhabi's municipal activities, where we implement policies, designed to ensure a productive, transparent, and inclusive work environment:

- Performance Management Policy
- Remote Work Guidelines
- Workforce Planning Guidelines
- Time and Attendance Policy



Our Workforce

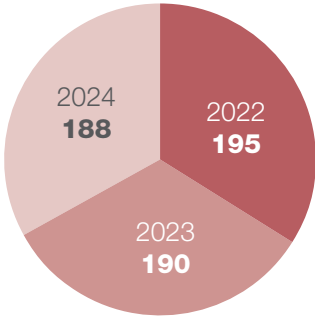
We focus on enhancing employee capabilities through targeted skill development, structured career advancement, and a comprehensive range of benefits. These include health insurance, disability coverage, parental leave, and retirement plans designed to attract, retain, and nurture top-tier talent.

Empowering UAE Nationals

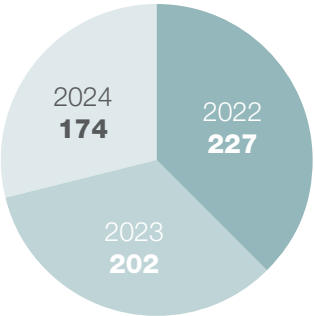
In 2024, the total number of DMT employees reached **362 individuals**, reflecting a strong sense of team unity and collaboration. Notably, the Emiratisation rate reached 92%.

DMT supports the professional growth of UAE nationals, recognising their vital role in shaping the future of Abu Dhabi. Through its career portal and the TAMM platform, the Department encourages Emiratis to pursue roles that align with their skills and ambitions.

DMT takes pride in promoting an inclusive environment where ambitious Emirati men and women are empowered through meaningful career opportunities, continuous professional development, and enrichment programmes.

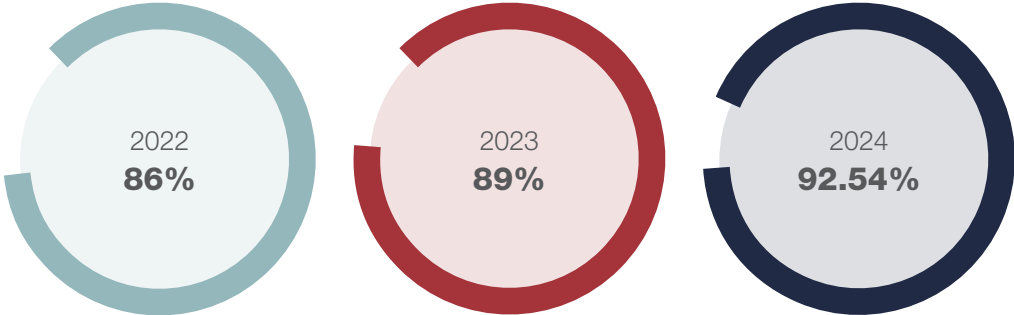


Number of Female Employees per year



Number of Male Employees per year

Emiratisation rate



Attraction and Retention

49
New employees

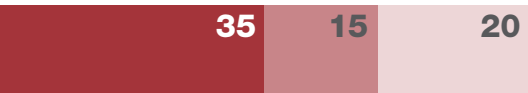
20
Women

In 2024, we continued to strengthen its workforce strategy by welcoming 49 new employees, including 20 women. DMT places a strong emphasis on creating a dynamic and inclusive work environment. Through continuous evaluation of our talent management practices, the department aims to enhance employee satisfaction and long-term retention. It also ensures transparency and stability during operational transitions by providing a minimum one-month notice period to employees and their representatives before implementing any major changes that could significantly impact the workforce.

Additionally, DMT recognises and rewards high-performing employees through leadership awards, appreciation certificates, and government bonuses based on performance appraisals.

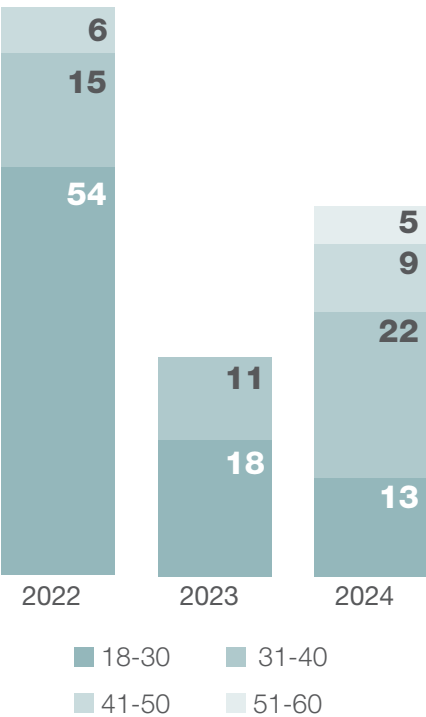


Total number of male employees hired

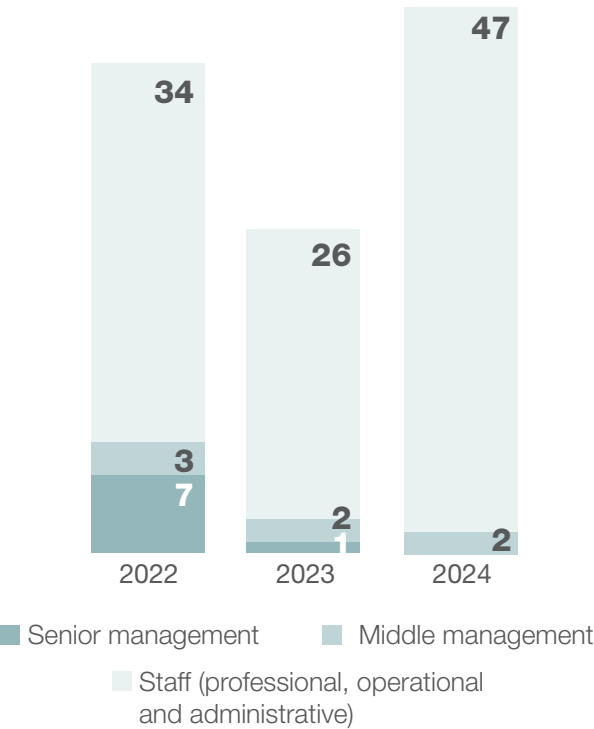


Total number of female employees hired

Total New Hires - by age group



Total New Hires - by employee category



Turnover

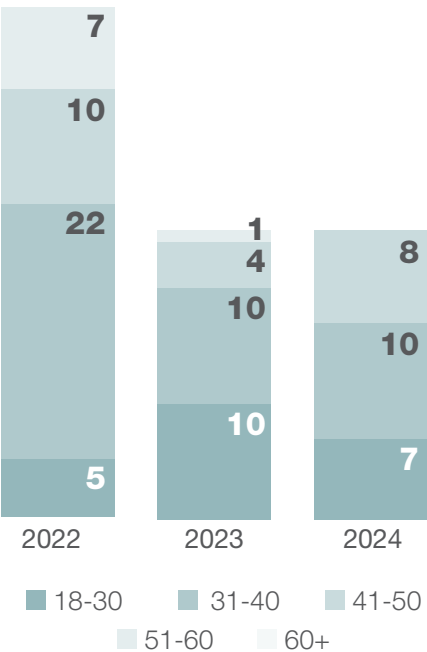


Total number of males who left the organisation



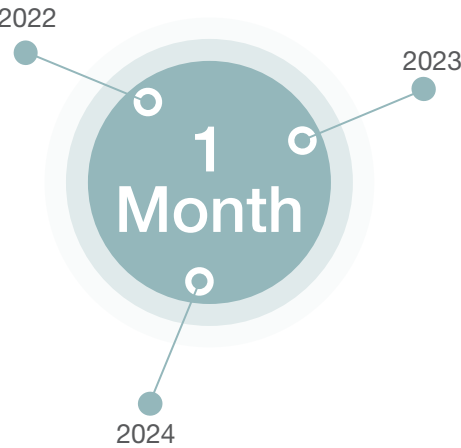
Total number of females who left the organisation

Age group wise turnover



Minimum notice periods

Minimum number of weeks' notice is typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them.



Empowering Our People:
Training and Development

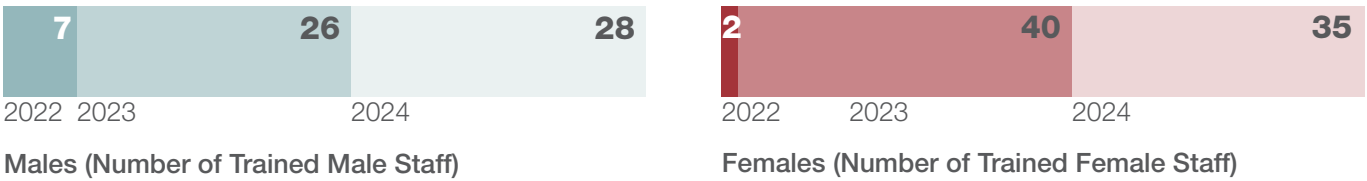
We are focused on giving our staff the skills and tools they need to succeed in a fast-changing world. When our people grow, the whole organisation grows; that’s why we invest in training and development.

Programmes offered by the DGE - the Department of Government Enablement Coursera, LinkedIn Learning, specialised internal and external trainings.

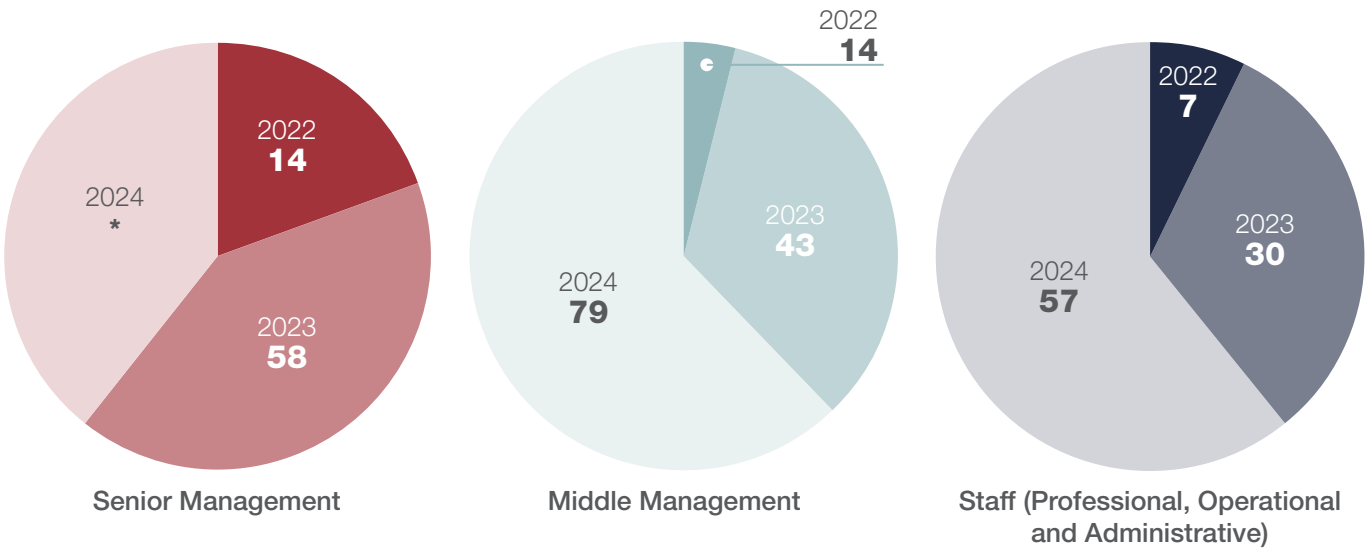
In 2024, we increased the average training hours for employees and aligned development plans with career aspirations. Our programmes covers soft skills, technical competencies, leadership development, and performance management. Notably, DMT employees participated in the Drive Programme, a four-month leadership initiative developed by the Department of Government Enablement (DGE), which focuses on interdepartmental collaboration, behavioural competencies, and preparing future leaders across Abu Dhabi Government Entities.

Complementing these educational efforts, our HR strategy includes initiatives to improve internal communication about training opportunities, establish frameworks for new departments, and implement succession planning processes. These efforts reinforce our continuous improvement, professional growth, and a high-performance culture across the Department.

Average hours of training that the organisation has given by Gender



Average hours of training that the organisation has given by Seniority Level



* Senior-Management training is organised by DGE



100%
of all staff received
regular performance
and career development
reviews in 2024.

DMT places strong focus on structured performance management and career development as part of its commitment to employee growth. In line with the Human Resources Authority of Abu Dhabi and the provisions of Human Resources Civil Service Law No. (6) of 2016, DMT ensures that all employees benefit from fair and transparent development opportunities. These regulations are translated into internal policies and procedures that guide performance reviews, career planning, and training initiatives. DMT always implement efforts that are designed to align individual goals with the Departments objectives, which promotes continuous improvement, and creates a culture of professional excellence across the department.

In 2024, a total of 238 male employees and 206 female employees received training, with 375 staff members spanning professional, operational, and administrative roles benefiting from targeted development programmes that support career growth and organisational excellence.

Training Overview for DMT Employees



Sustainability Awareness Training

DMT employees participated in a series of workshops aimed at enhancing their understanding of sustainable practices. These included:

- An awareness workshop on Estidama Pearl Rating System, which is crucial for sustainable urban development.
- A comprehensive training workshop focused on the environmental planning aspects and processes within DMT.
- An introductory session on Environmental Law and Policy to equip employees with the knowledge of legal frameworks governing environmental conservation.

Occupational Safety and Health (OSH) Training Programmes

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

- 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
- An OHS Induction Awareness session to familiarise new employees with the organisation's safety protocols.
- An introductory workshop on the "Salama Platform," enhancing the safety management system within DMT.
- governing environmental conservation.



Coursera Awareness Sessions

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

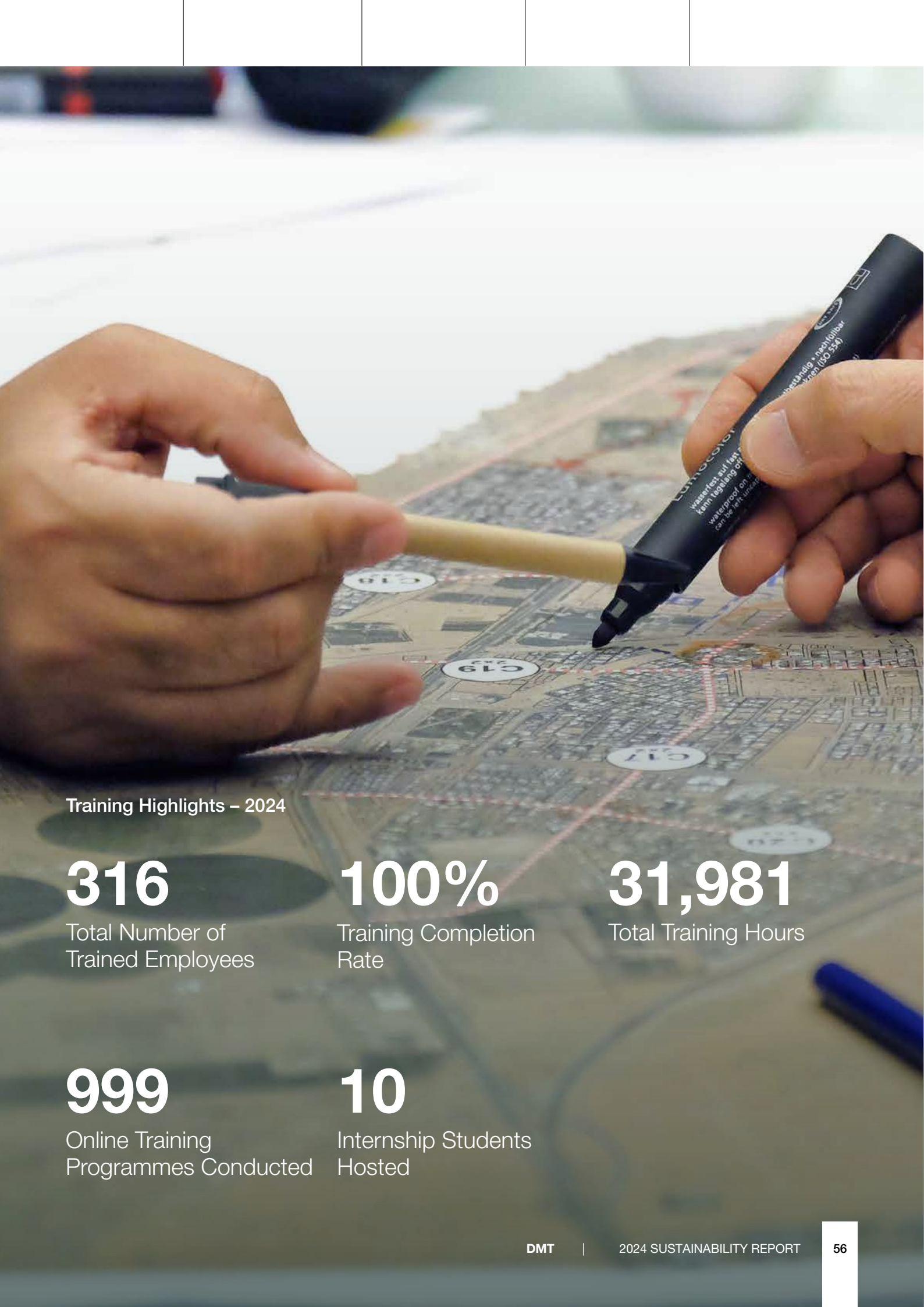
- Data Analysis with Python, enabling employees to handle data more effectively.
- Cybersecurity Capstone: Breach Response Case Studies, to understand the dynamics of cyber threats and responses.
- Corporate Finance Essentials II, along with courses on AI, Machine Learning, and SQL for Data Science.

Skillset Enhancement Sessions

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

- Teamwork Skills and Innovation Through Design to foster collaboration and creativity.
- Self-Awareness and the Effective Leader, along with Leadership Skills, to cultivate leadership qualities.
- Project Management and Critical Thinking to enhance strategic planning and problem-solving abilities.
- Courses on Achieving Happiness at Work, Public Speaking Skills, and Emotional and Social Intelligence to improve personal development and workplace interaction.





Training Highlights – 2024

316

Total Number of Trained Employees

100%

Training Completion Rate

31,981

Total Training Hours

999

Online Training Programmes Conducted

10

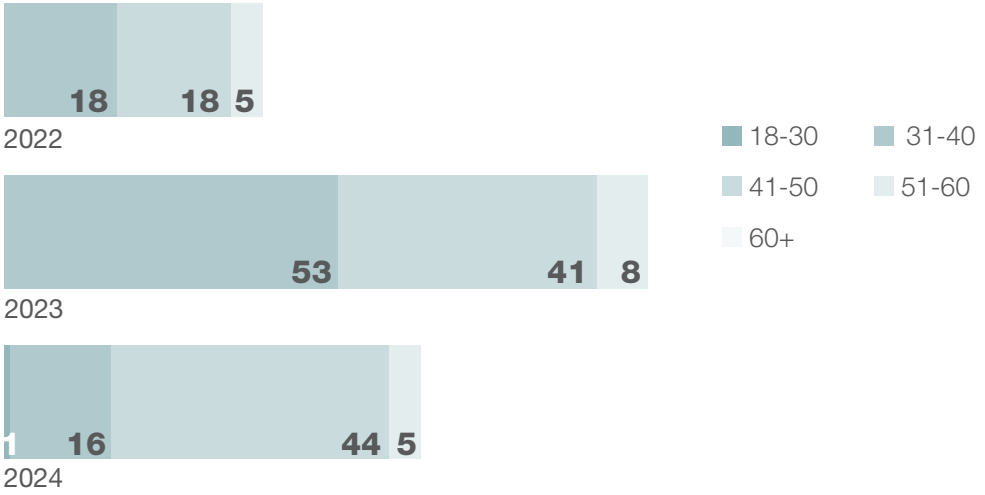
Internship Students Hosted

Diversity, Equity and Inclusion

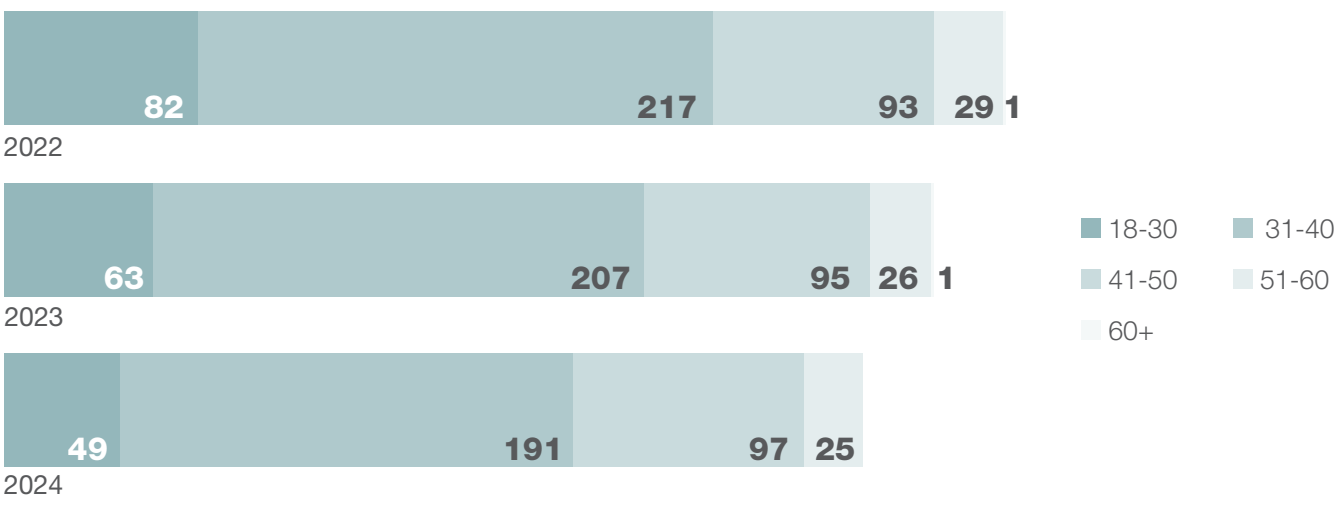
At DMT, we are committed to promote a workplace culture that embraces diversity, equity, and inclusion across all levels of the organisation. We value that the unique backgrounds, perspectives, and experiences of our employees regardless of gender, age, nationality, or religion are essential drivers of innovation, collaboration, and department success. Our commitment to an inclusive environment, empowers individuals to contribute meaningfully and thrive professionally.

In 2024, our workforce represented 17 different nationalities, reflecting our dedication to building a vibrant and diverse community at DMT.

Total number of senior management and governance bodies members by Age Group



Total number of employees by Age Group



Equal opportunity is a foundational principle that guides our workplace culture. All employees, including contract staff, are expected to uphold a code of conduct that reflects our commitment to fairness, respect, and inclusivity. As an equal opportunity employer, DMT actively supports the empowerment of women through career advancement initiatives, including participation in specialised committees and development programs. This dedication to gender diversity is clear in the growing representation of women in our workforce, which reached 52% in 2024, up from 48% in the previous year.

Our approach to gender equity goes beyond compliance, it is integrated in our leadership development, policies, and organisational culture. Multiple departments across DMT are actively involved in driving progress through targeted efforts that support women’s growth in technical and leadership roles.

We also recognise the value of generational diversity in building a dynamic and forward-thinking organisation. In 2024, 53% of our employees were aged between 31 and 40, while 14% were under the age of 30, creating a balanced mix of experience and fresh perspectives.

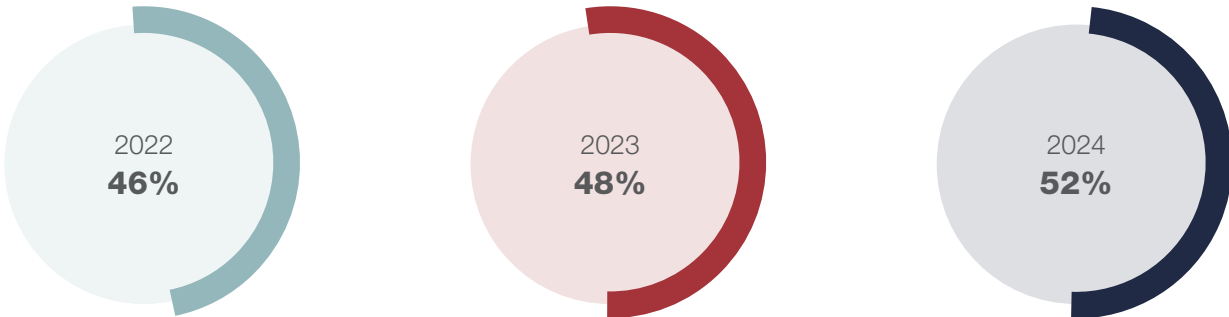
This age diversity strengthens our ability to innovate, adapt, and deliver high-quality services, and will ensure that our team is equipped to meet both current and future challenges.



Number of Female Employees



Percentage of Females in Workforce



We strive to help our employees achieve a healthy work-life integration, especially those balancing the responsibilities of parenthood. Through thoughtful parental leave programme, we go beyond policy by embracing our core values of support.

New parents are granted time off to focus on their well-being while bonding with their children. Additionally, we ensure a smooth transition back to work, which promote an environment that values both personal and professional fulfilment.

Parental leave	2022	2023	2024
Total number of females who are entitled for parental leave - maternity	91	101	107
Total number of males who are entitled for parental leave - paternity	165	158	144
Total number of females who took parental leave - maternity	16	11	23
Total number of males who took parental leave - paternity	11	27	21
Total number of females who returned to work in the reporting period after their parental leave - maternity ended	16	11	23
Total number of males who returned to work in the reporting period after their parental leave - paternity ended	11	27	21
Total number females still employed 12 months after return to work from maternity leave	16	11	23
Total number males still employed 12 months after return to work from paternity leave	11	27	21
Return to work rate (females)	100%	100%	100%
Return to work rate (males)	100%	100%	100%
Retention rate (females)	100%	100%	100%
Retention rate (males)	100%	100%	100%

Protect our People - Health and Safety

We promote a proactive safety culture by placing the health and well-being of its employees and stakeholders at the forefront. The Department adheres to safety laws and regulations to prevent accidents, illnesses, and injuries. This commitment includes promoting safety awareness, complying with environmental and occupational health standards, and clearly defining safety responsibilities across all DMT projects and services.

As the Sector Regulatory Authority (SRA), DMT oversees health and safety in the building, construction, and transport sectors, as well as internal occupational safety and health. Regular audits are conducted to ensure compliance with Occupational Safety and Health (OSH) requirements. Policies aligned with Abu Dhabi Public Health Centre (ADPHC) standards are developed and circulated to all employees. DMT’s own OSH Policy was officially approved on August 12, 2024.



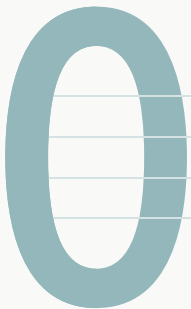
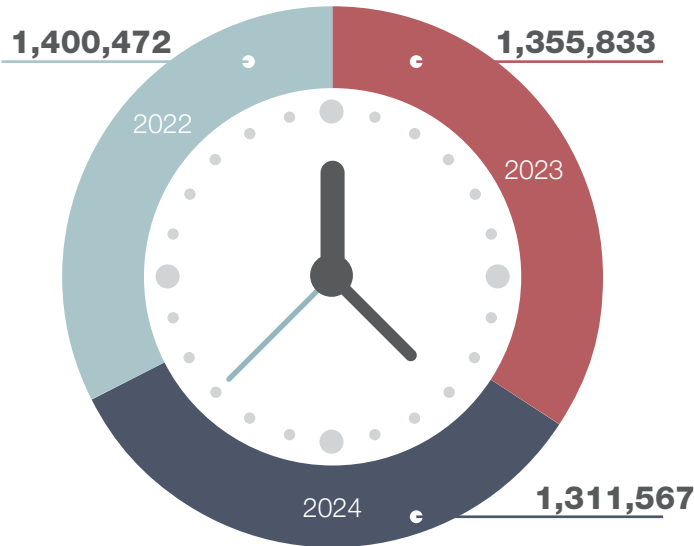
Internally, we conduct building inspections every six months, check first aid boxes monthly, and organise emergency evacuation drills. We also provide OSH awareness workshops and circulate information about OSH and global safety events. Safety remains a top priority, supported by comprehensive programmes such as introductory health and safety workshops, fire warden training, and collaboration with municipalities to deliver annual training plans.

To promote employee wellness, health-related initiatives like weight-watching and walking competitions and launched the “Your Health Is in Your Food” campaign are organised. DMT also conducted the Periodic Comprehensive Screening Programme (IFHAS) in partnership with the Health Department and celebrated DMT OSH Week 2024. During OSH Week, DMT hosted the Occupational Safety and Health Forum under the theme “Assuring Occupational Safety and Health at Work in Changing Circumstances,” bringing together experts to share best practices and innovative strategies for workplace safety.

The current Occupational Safety and Health Management System (OHSMS) is updated in accordance with international standards, including ISO 45001:2018. DMT continues to enhance its safety framework by regularly updating the OHSMS to align with evolving global standards and best practices.

DMT uses the "Al Adaa" programme to manage OSH data and KPIs across all its buildings and activities. Emergency evacuation training is provided to employees, and all sites are equipped with first aid rooms staffed by professional nurses. First aid boxes are fully stocked on each floor and inspected monthly. Incident and hazard reporting is streamlined through the DMT Hub for internal matters and the Al Adaa system for external cases, ensuring transparency and prompt response.

Total number of hours worked by employees



Fatalities among employees as a result of work-related injuries
Fatalities among contractors as a result of work-related injuries
Total Recordable Injuries (TRIs) among employees and contractors
Cases of recordable work-related ill health among employees

DMT Internal Events 2024



Suhoor Ramadan Gathering



Townhall For Abu Dhabi



Summer Vibes: Ice cream to each



Emirati Women's Day



Flag Day Celebration



Eid Al Etihad 53



Commemoration Day



Winter Vibes: Enjoy a Cup of Hot Chocolate

Leading With Integrity

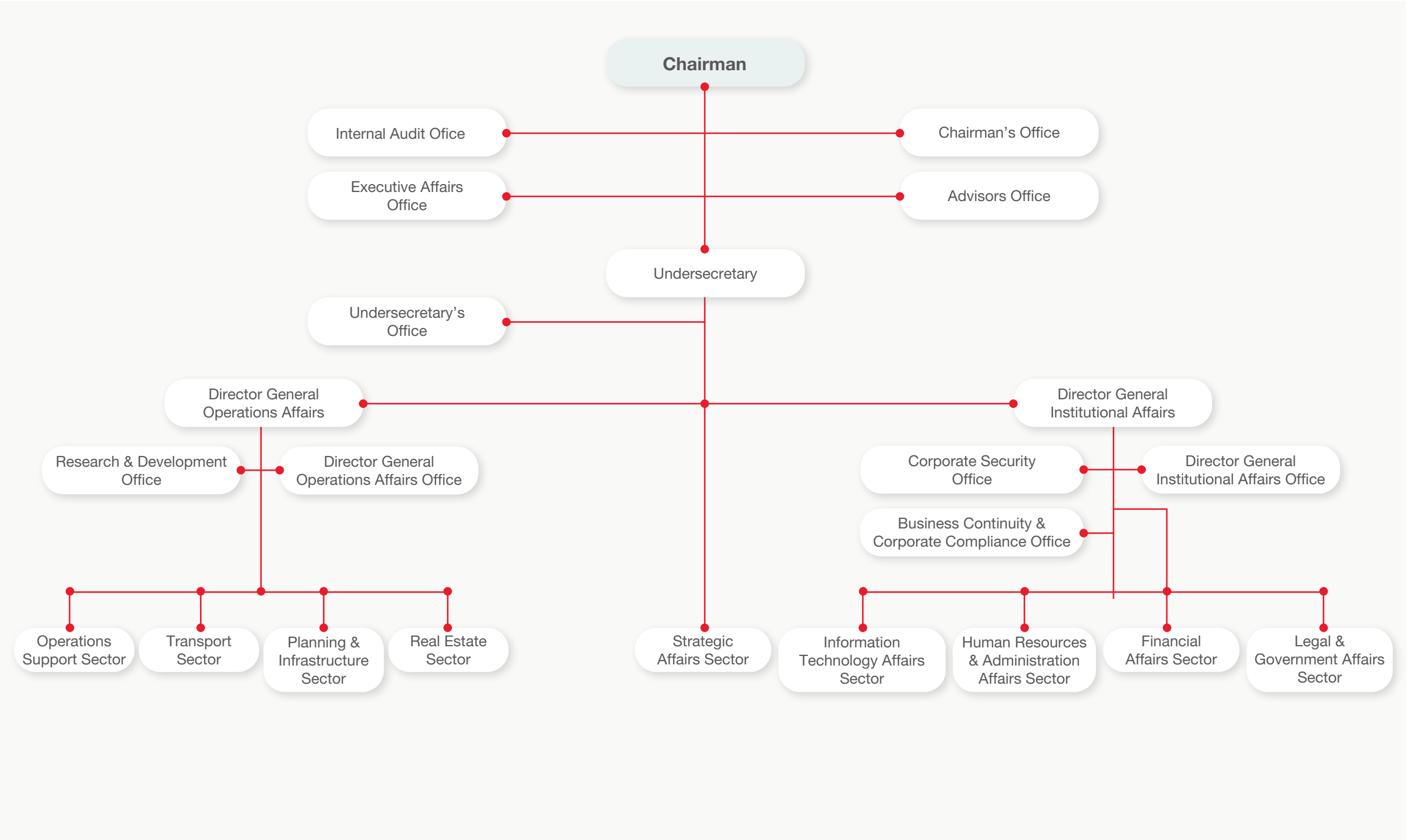


66	Governance and Oversight
70	Integrity and Anti-Corruption Policy
74	Risk and Resilience
78	Digital Security and Data Protection
94	Collaborative Impact & Responsible Engagement
98	Economic Impact

Governance and Oversight

Our senior management team strives for excellence, navigating the complexities of municipal regulation and driving our commitment to strong governance and ethical practices. Their role is key to the realisation of DMT’s mission, vision, and strategic objectives.

Leadership at DMT steer the strategic direction to achieve the Departments overall ambitions.



Our commitment to ethical governance is a fundamental aspect of our organisational culture.

We understand that maintaining high ethical standards is essential for building trust with our employees, stakeholders, and the communities we serve. To reinforce this commitment, we have a Governance Policy that serves as a guiding framework for our operations.

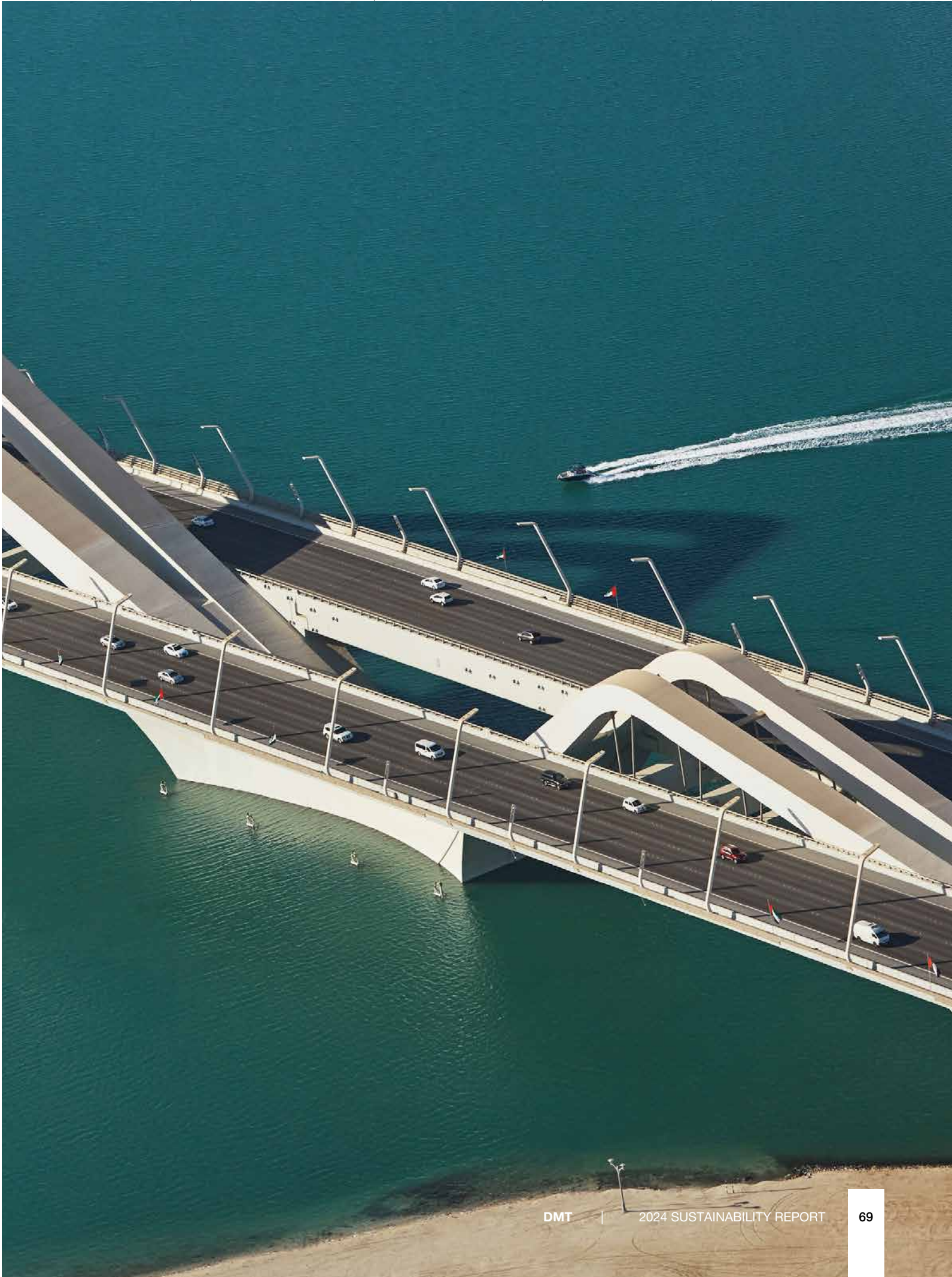
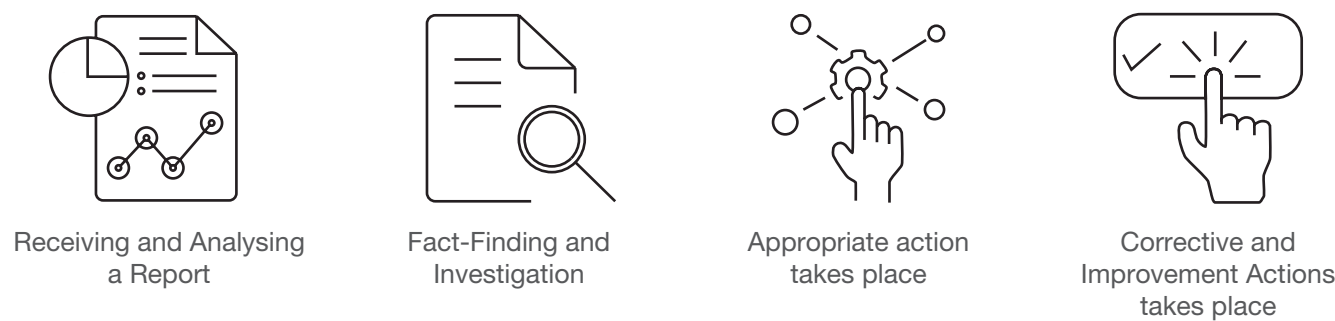
Compliance and Fraud Risk Management Framework

One of the primary goals of our Compliance and Fraud Risk Management Framework is to protect the interests of DMT and its affiliated entities from any potential misuse of public funds. The policy also informs employees on how to avoid committing acts criminalised by law such as misuse of public funds by raising awareness and conducting educational sessions. It also provides clear communication channels for employee reporting. The policy then strengthens governance by clearly defining and separating tasks to prevent wrongdoing. This approach ensures that we remain vigilant against actions that could undermine our integrity and reputation.

Central to our ethical governance framework is the Amana whistleblowing channel, a confidential channel that allows employees to report any violations of ethical standards. This channel ensures that all reports are handled with the utmost care and secrecy. The types of incidents reported through the Amana channel include:

- General violations such as bribery and forgery.
- Occupational exploitation, including favouritism and conflicts of interest.
- Issues related to work ethics, such as harassment.
- Misuse of public funds, including theft and embezzlement.

Amana whistleblowing channel process:



Integrity and Anti-Corruption Policy

DMT issued a “Integrity and Anti-Corruption Policy” to uphold anti-corruption measures by detailing the roles and responsibilities of various stakeholders. Based on this policy, we are enforcing effective controls to combat non-compliance, identifying necessary actions to address financial and administrative corruption, adhering to regulations and policies, and promoting the principles of integrity, transparency, and accountability in a way that ensures zero tolerance for violations.

The framework aims to achieve the following:

Activating compliance within the entity to protect its interests and those of its affiliates from actions that may harm or infringe upon public funds.

Defining roles and responsibilities related to implementing compliance and managing fraud risks across all relevant job levels.

Promoting a culture of compliance and fraud risk management within the entity through leadership, commitment, continuous education, and consultation.

Preparing a fraud risk register for the entity and its affiliates and reviewing and updating it periodically.

Maintain communication with relevant partners and stakeholders, involving them in the compliance and fraud risk management process according to their roles and responsibilities.

Establish a continuous reporting mechanism for notifications, compliance, and fraud risks.

Protecting Abu Dhabi Government resources by minimising losses resulting from non-compliance and fraud through proactive and practical steps and maintaining a strong fraud prevention mechanism.

Provide a document that clarifies how the Amana hotline service operates regarding reports submitted to the entity to ensure a clear accountability reference that promotes transparency and enhances the efficiency of report verification.

Stakeholder	Higher Management	Executive Directors	Direct Managers	HR	Information Technology Affairs Sector	DMT Employees	Contractors and Service Providers
Roles and Responsibilities	• Spreading a message of zero tolerance for fraud within DMT and its affiliated entities. • Ensuring the implementation of necessary measures to limit, detect, and respond to fraud-related activities within DMT and its affiliated entities. • Establishing governance procedures and structures that effectively combat fraud by providing the necessary authority and clearly defined responsibilities to implement a robust fraud risk management program. • Taking appropriate and timely actions for reporting claims, incidents of fraud, and related matters. • Raising employee awareness about fraud risks and how to prevent them.	• Preparing a fraud risk register and ensuring the assessment of fraud risks in accordance with the sector's roles and responsibilities. • Reporting to the President, Deputy, or Director General of the affiliated entity on actions taken to manage fraud risks and submitting periodic reports on the effectiveness of the fraud risk management programme. This includes reporting necessary corrective actions as well as actual fraud incidents. • Evaluating risks, including but not limited to fraud risks within their areas of responsibility, and ensuring the existence of an adequate internal control system and necessary support to address these risks. • Ensuring the implementation and full compliance with controls.	• Direct managers must regularly review the monitoring system within their area of work to ensure it continues to function effectively and to identify any unnecessary or overlapping controls, if present. • Ensure the implementation and full compliance with controls. Direct managers must regularly review the monitoring system within their area of work to ensure it continues to function effectively and to identify any unnecessary or overlapping controls, if present. • Maintain records of reported fraud allegations. • Promote a culture that emphasises timely reporting of reasonable suspicions of fraud in the workplace.	• Circulate and follow up on the signing of the Code of Conduct by all employees in accordance with Abu Dhabi Government requirements. • Provide support and technical advice regarding appropriate disciplinary actions to be taken against fraud perpetrators and direct managers. • Ensure that recruitment procedures support anti-fraud measures by reviewing CVs, verifying academic qualifications and their relevance to the nominated position, work history, skills, and ID cards—especially for roles involving financial, contractual, or supervisory responsibilities. • Enhance cybersecurity measures by controlling access to sensitive information systems to reduce risk.	• Promote cybersecurity measures and raise awareness, highlighting best practices to reduce the risk of fraudulent attacks and other forms of digital fraud. • Develop systems in a way that minimizes fraud risks and enables effective response. • Provide necessary support for the electronic platform and other tools required for the reporting mechanism (e.g., reporting violations through affiliated websites).	• Promote cybersecurity measures and raise awareness, highlighting best practices to reduce the risk of fraudulent attacks and other forms of digital fraud. • Develop systems in a way that minimizes fraud risks and enables effective response. • Provide necessary support for the electronic platform and other tools required for the reporting mechanism (e.g., reporting violations through affiliated websites). • Perform their duties diligently and with integrity after applying the operational policy procedures of DMT and its affiliated entities, and act according to managerial guidance within the framework of fraud prevention. • Immediately report any suspected fraud or attempted fraud. • Fully cooperate with anyone conducting internal audits or fraud reviews.	• Cooperate with DMT and its affiliated entities in activities related to uncovering fraud and reporting any related concerns based on the scope of this methodology, and assist in investigations if necessary.

Risk and Resilience

In an increasingly complex and dynamic environment, we recognise that an approach to risk and resilience is essential for safeguarding organisational value and ensuring sustainable growth.

Risk Management Process Include:



Risk Organisational Structure Includes:

01

A dedicated Risk Management Committee

02

Regular reporting on risk control and management status

03

Specific management measures and risk measurement indicators for each type of risk

Our commitment to this approach is reflected in our internal audit efforts and business continuity practices, which work in tandem to enhance our operational effectiveness and resilience against potential disruptions.

Internal Audit: Enhancing Organisational Value

The mission of Internal Audit is to support DMT and its stakeholders in protecting and enhancing organisational value by providing risk-based, objective assurance, advice, and insight. Guided by this mission, the Internal Audit strategy focuses on identifying and addressing the most critical risks across strategic, operational, financial, and regulatory areas.



Our internal audit initiatives are designed to enhance transparency and communication with stakeholders. By regularly reviewing and updating our Internal Audit Manual, we ensure that our methodologies remain relevant and effective.

Business Continuity: Ensuring Resilience

Equally important to our risk management strategy is our commitment to business continuity and resilience.

As such our department implements three approaches



In 2024, we achieved significant milestones that demonstrate our dedication to this critical area:

- Unification of Business Continuity Management System policy among DMT and all affiliated entities.
- Unification of Enterprise Risk Management policy and methodology among DMT and all affiliated entities.
- Starting of Business Continuity Management System automation in DMT and all affiliated entities.
- Achieve the second place in the silver group in the application of business Continuity management national standard NCEMA 7000: 2021.
- Get certified for ISO 22301: 2019 Business Continuity Management standard.
- Establish emergency room for the coordination and follow up municipalities’ response during the emergency cases.

These proactive measures ensure that we are well-prepared to respond to crises swiftly and efficiently.

Looking Ahead

As we look towards 2025, our commitment to continuous improvement remains steadfast. Planned initiatives include:

- Continuous improvement for the Business Continuity Management System documents and registers.
- Awareness programme about Business Continuity Management System for all DMT and affiliated entities.
- Comprehensive training programme about Business Continuity Management System for all concerned team members including sectors coordinators and emergency team.
- Rehearsals and exercises programme for Business Continuity plans.
- Unified internal audit for Business Continuity Management System in DMT and affiliated entities.

Digital Security and Data Protection

As we progress in our digital transformation and deepen the integration of technology across our operations, protecting our digital assets from cyber threats becomes increasingly important. We are building a resilient organisation capable of anticipating, withstanding, and recovering from cyber incidents.

In 2024, DMT made bold commitments to advance technology and innovation, with a strong emphasis on artificial intelligence (AI). This was particularly evident in the evolution of the My-Property Space platform, where AI-driven enhancements played a key role and many of these commitments have already been successfully realised.

Platform Transformation: My-Property Space

The platform was reimagined to serve as a citizen-centric digital hub, integrating:

- A Customer Actions dashboard for real-time access to payments, pending requests, and service interactions
- A property intelligence layer that visualizes owned and rented assets, supported by dynamic metrics such as Total Properties, Documents, and Requests
- Seamless integration with TAMM, enabling property discovery and management through a unified interface

These enhancements improved usability and doubled operational efficiency, setting a new benchmark for service delivery

The groundwork laid in 2024 now supports next-gen capabilities including:

- AI-driven decision support
- IoT-enabled urban monitoring
- Digital Twin simulations for proactive city planning

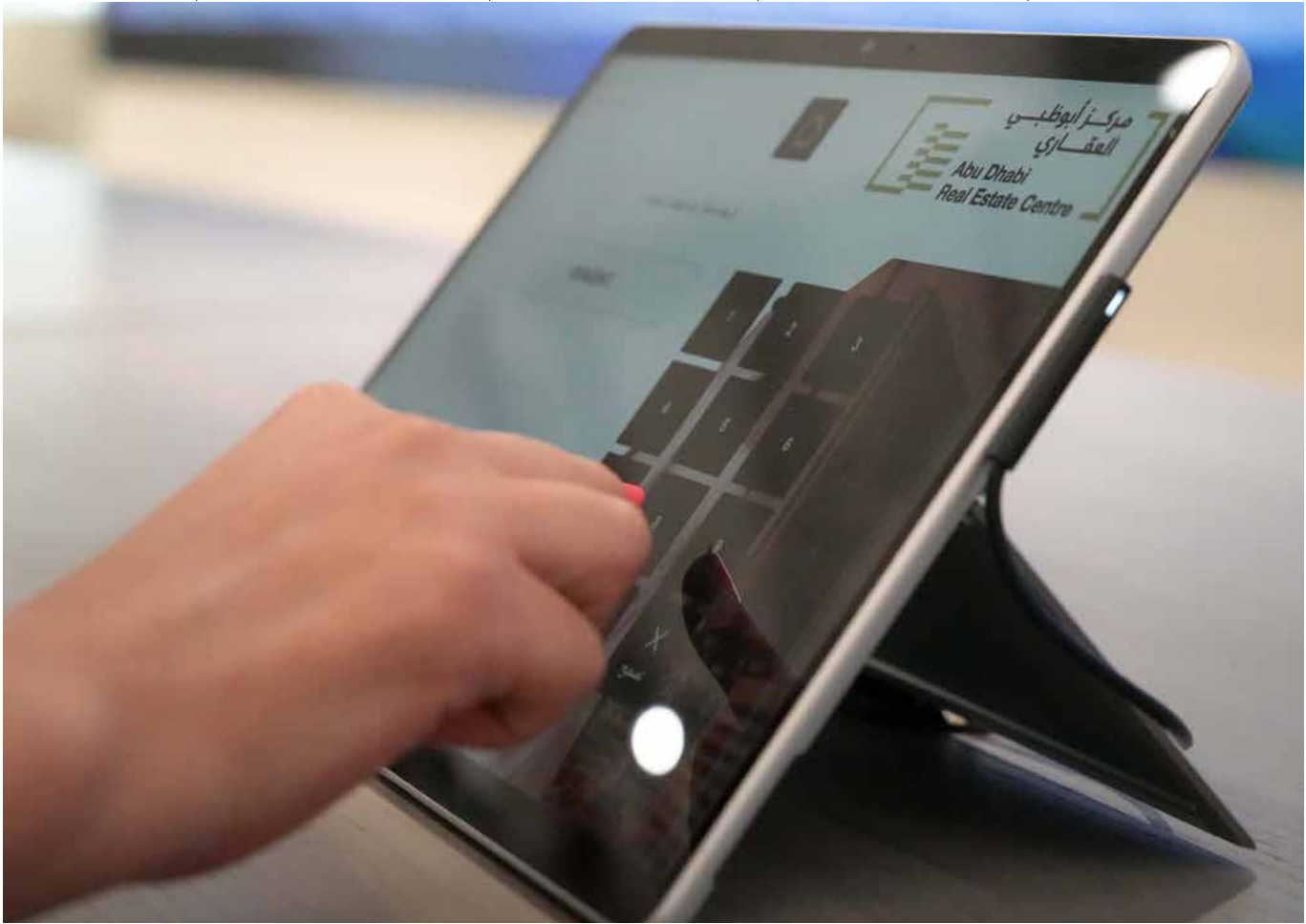
Strategic Technology Commitments Delivered In alignment with Abu Dhabi's Smart City vision, DMT executed several high-impact initiatives:

- Unified Technology Infrastructure
- Legacy systems were consolidated into a resilient, enterprise-wide platform, enhancing interoperability and reducing technical debt
- Accelerated Smart City Activation

Fast-tracked innovation projects delivered measurable improvements in:

- Citizen engagement through personalised digital services
- Operational agility via AI-powered workflows and predictive analytics
- Scalable Digital Backbone

The Digital Transformation initiative at DMT is a strategic leap toward a smarter, more responsive government anchored in citizen-centricity, data intelligence, and technological foresight.



At its core, the initiative reimagines municipal services through platforms like My-Property Space, which now offers intuitive access to property data, real-time service tracking, and seamless integration with TAMM.

Key Characteristics:

- **Human-Centred Design:** Every service is built around the resident's journey from payment and request handling to personalised dashboards assuring simplicity and satisfaction.
- **Insight-Driven Governance:** Real-time analytics empower leadership with actionable intelligence, enabling agile decision-making and proactive service delivery.
- **Smart Infrastructure Modernisation:** Legacy systems are being replaced with scalable, cloud-native platforms that support AI, IoT, and future technologies reducing costs and boosting resilience.
- **Unified Ecosystem Integration:** DMT's platforms are tightly woven into Abu Dhabi's digital fabric, including TAMM and other government services, creating a frictionless experience for users and staff alike.
- **Operational Excellence:** Automation and intelligent workflows have doubled efficiency across departments, streamlining internal operations and elevating public satisfaction.

Flagship Initiatives:

- **Smart City Platform (Liveability 2.0):** A real-time urban intelligence system that monitors liveability indicators across sectors, bridging data gaps and enhancing citywide responsiveness.
- **AI Governance Framework:** DMT leads in establishing ethical and operational standards for AI, including use cases for Large Language Models (LLMs) and Vision-Language Models (VLMs) that automate tasks and amplify productivity.

DMT is embedding environmental innovation across its urban development agenda, driving measurable impact in line with Abu Dhabi's sustainability ambitions.

Digital Services

DMT offers a wide range of digital services designed to simplify and streamline urban planning, property management, and municipal services. These include online platforms for property registration, building permits, payment processing, document issuance, and service requests. Integrated with TAMM, DMT's digital services provide a unified, user-friendly experience for individuals, businesses, and developers, enhancing transparency, efficiency, and accessibility across all sectors.

2024 Achievements:

In 2024, DMT accelerated its transformation journey with strategic milestones that redefined service delivery, operational intelligence, and governance.

Scope Evolution & New Responsibilities:

- Expanded mandate to include digital governance, sustainability intelligence, and citizen-centric service design.
- Shifted from reactive service models to proactive urban management, leveraging data for anticipatory decision-making.

Key Challenges & Resolutions:

- Regulatory Adaptation: Navigated evolving compliance landscapes while maintaining service continuity.
- System Interoperability: Tackled cross-entity integration complexities, especially in legacy environments.
- AI Governance Gap: The absence of a unified Abu Dhabi AI framework early in the year posed alignment challenges. This was resolved through the formation of the Advanced Technology and Research Council (ATRC), tasked with establishing the Emirate's AI governance blueprint.

Strategic Milestones & Achievements:

MyProperty Space Expansion

Delivered 26 new services, including the launch of the My Land Dashboard, empowering residents with real-time land insights and ownership data.

IoT-Powered Park Management

Deployed AI-driven sensors and cameras across public parks, achieving 20% energy savings and 30% water savings, while enabling remote, sustainable operations.

AI Inspection Vehicles

Introduced machine learning-enabled vehicles for real-time detection of urban anomalies, enabling predictive maintenance and extending asset lifecycles.

Business Space Integration

Seamlessly connected municipal services with TAMM, streamlining access and reducing service fragmentation.

Smart Mobility Optimisation

AI-based parking systems reduced urban congestion by 40%, enhancing traffic flow and citizen satisfaction.

Advanced Technologies Unit

Established to lead AI policy development, generative AI adoption, and cross-departmental innovation. This unit became a catalyst for future-ready governance.

2024 Awards



HARVARD AWARD - USA
Smart Application Gold Award
(Engineering Professionals Licensing System (EPLS)
Application)

Assess and recognise excellent smart applications and its positive impact on stakeholders, economy, society, and best practices, study smart application contribution to overall business performance and identify improvement opportunities to promote best practices.



Enterprise AI Tech Awards
Emerging Technology Initiative 2024
Innovative Conversational AI Project
Data Leader Award 2024 - Sanad Al Suwaidi

This award honours an innovative AI-driven project or solution that significantly enhances network operations, performance, or security.



Seoul Smart City - Seoul City
Tech-InnovaCity Award
(STEAM+ Modelling & Analytics framework)

Tech-InnovaCity that focus on the integration of innovative policies and technologies in all sectors of society and domains ranging from mobility, safety, welfare, environment, energy, culture, and governance.

In alignment with DMT's 2024 objectives centered on digital transformation, operational excellence, and sustainability our 2025 roadmap is designed to accelerate innovation, embed AI across municipal services, and foster a culture of data-driven decision-making.

Strategic Technology & Innovation Commitments for 2025

01

AI-Driven Urban Intelligence:

- AI Inspection Phase 2: Expanding automated site inspections with enhanced anomaly detection and compliance tracking.
- Autonomous Eye: Deploying smart surveillance for real-time urban monitoring and predictive safety interventions.
- AI Material Verification: Leveraging machine learning to validate construction materials and ensure regulatory compliance.

02

Smart Governance & Legal Innovation:

- Legal Hub Phase 2: Scaling our digital legal ecosystem to streamline municipal legal workflows and improve transparency.
- Digital Twin & Whole-of-Government Integration
- Digital Twin Framework Agreement: Establishing a unified digital twin infrastructure to simulate and optimise city operations across agencies.

03

Data & Talent Infrastructure:

- Centralised Data Governance Platform: Enabling secure, interoperable data exchange to support cross-departmental collaboration.
- 100 AI Champions Programme: Cultivating internal AI expertise to drive innovation from within.

04

Property & Land Intelligence:

- My-Property Space Enhancements: Revamping the Tawtheeq dashboard with predictive analytics for rental trends and tenant engagement.
- Binaa Dashboard for Empty Plots: Introducing AI-powered inspection and planning tools to unlock development potential.

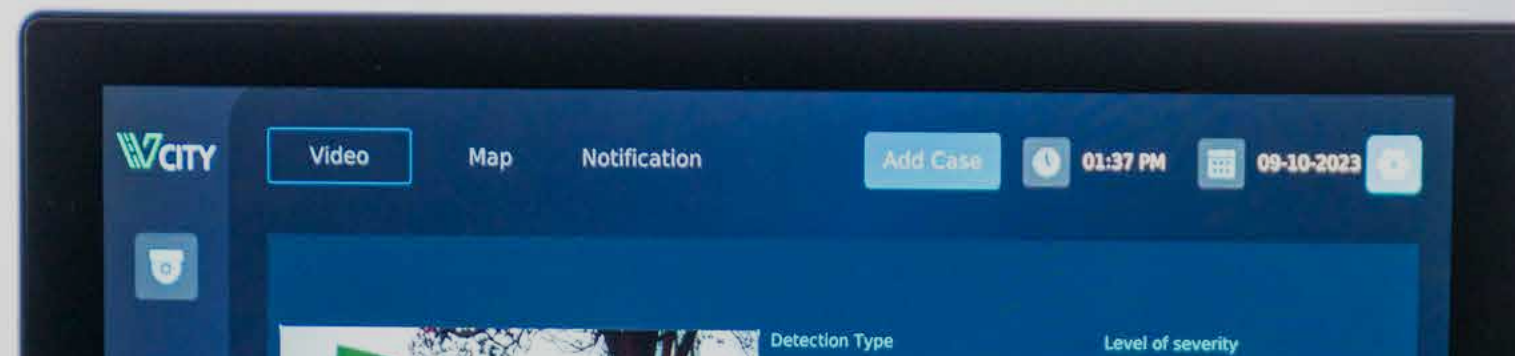
05

Performance Benchmarking:

- IMD Co Collaboration: Partnering with Abu Dhabi Government Entities to elevate our IMD Index ranking through strategic digital initiatives.

DMT's KPIs for the coming year and longer term are closely aligned with strategic objectives in digital transformation, service excellence, and sustainability. Core KPIs include digital service adoption rate, with a target of reaching 95% by 2025; customer satisfaction, aiming for 98%+ across TAMM digital platform; and effortless service processing time reduction and improving API page load.

> Case Study AI-Powered Inspection Vehicles



Summary

In 2024, DMT introduced smart inspection vehicles across Abu Dhabi, Al Ain, and Al Dhafra to support more efficient monitoring of municipal assets and public spaces. These vehicles are equipped with 360° cameras and digital inspection tools that capture and upload field observations in real time. The system enhances inspection accuracy for issues such as waste accumulation, damaged infrastructure, and road defects.

Impact

- The shift from manual inspections to digitally supported field monitoring has improved service delivery, enabled faster response times, and strengthened the overall quality and cleanliness of the emirate's urban environment.

Next Steps

- Expand the number of equipped vehicles across all regions.
- Broaden the categories of assets and defects monitored through digital tools.
- Explore integration with central dashboards and analytics platforms to support proactive, data-driven service planning.

Outcomes

- Reduced detection and reporting time from several minutes to under one minute. 68,200 cases were detected.
- Improved coverage consistency across daily inspection routes.
- Enhanced operational efficiency and reduced manual reporting workload.



> Case Study

My-Property Space

Summary

A comprehensive digital platform developed by DMT to streamline property management services for residents and businesses. The primary goal was to create a user-friendly portal where customers could easily access and manage all aspects of their property-related needs online. This includes making payments, submitting and tracking requests, and viewing summaries of key information such as total property owned or rented, important documents, and outstanding service requests.

Impact

- The impact of My-Property Space has been profound, transforming how customers interact with property services by making processes faster, more transparent, and easier to navigate. By automating routine tasks and consolidating information, the customer will have a holistic view of their owned and rented units, to take necessary action on daily basis.

Outcomes

The launch of My-Property Space greatly improved customer experience by offering a centralised and intuitive platform for managing all property-related tasks.

It simplified workflows such as payment processing and request management, enhanced transparency through real-time updates, and provided easier access to vital information like property details and documents. Thanks to automation and improved data integration, operational efficiency doubled, leading to quicker service delivery and increased customer satisfaction.



>

Case Study

Abu Dhabi Smart Parks

Summary

The Smart Parks initiative, implemented by DMT, aims to modernise and enhance the management of public parks in Abu Dhabi. Traditional methods faced challenges like high operational costs, suboptimal resource allocation and limited data on park usage. The initiative incorporates IoT sensors, cameras, and AI technologies to enable remote monitoring and management, improving both operational efficiency and the visitor experience.

Impact

- Enhanced operational efficiency, resulting in lower parking congestion and a 25% improvement in accessibility.
- Improved safety and security with reduced incidents and better crowd control.
- Environmental benefits through efficient energy and water use, supporting Abu Dhabi’s ecological goals.
- Increased visitor satisfaction through personalised services and better park management.

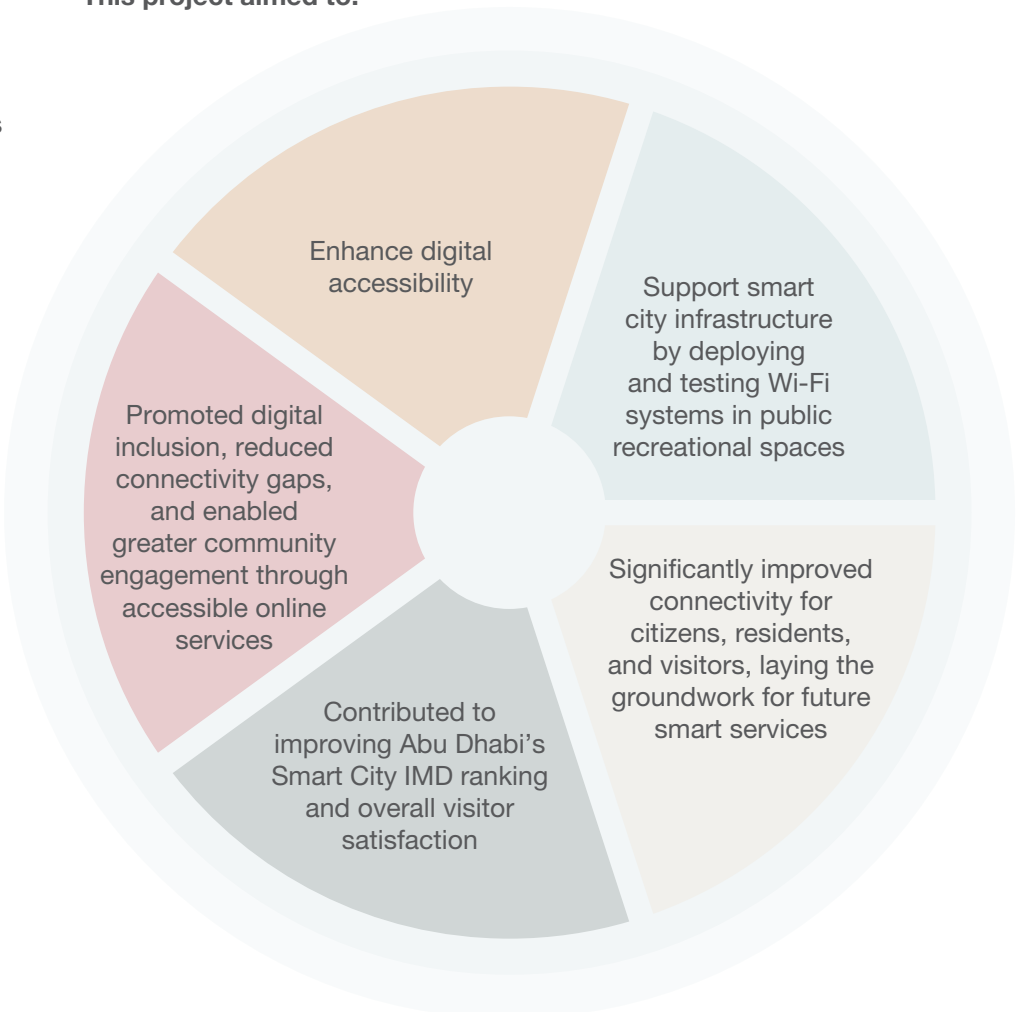
Outcomes

- | Integration of advanced technologies in seven parks, leading to real-time data collection and analysis.
- | Introduction of smart features such as intelligent lighting, irrigation systems, and security surveillance.
- | Significant improvements in resource management, including a 20% reduction in energy consumption and a 30% reduction in water usage.

Hala WiFi – Public Connectivity in Parks

As part of Abu Dhabi’s digital transformation efforts, the Hala WiFi initiative successfully introduced free public internet access across 44 parks in Abu Dhabi, Al Ain, and Al Dhafra, including a remote island.

This project aimed to:



Digital Transformation in 2024

91%

Percentage of services that were automated/digitalised

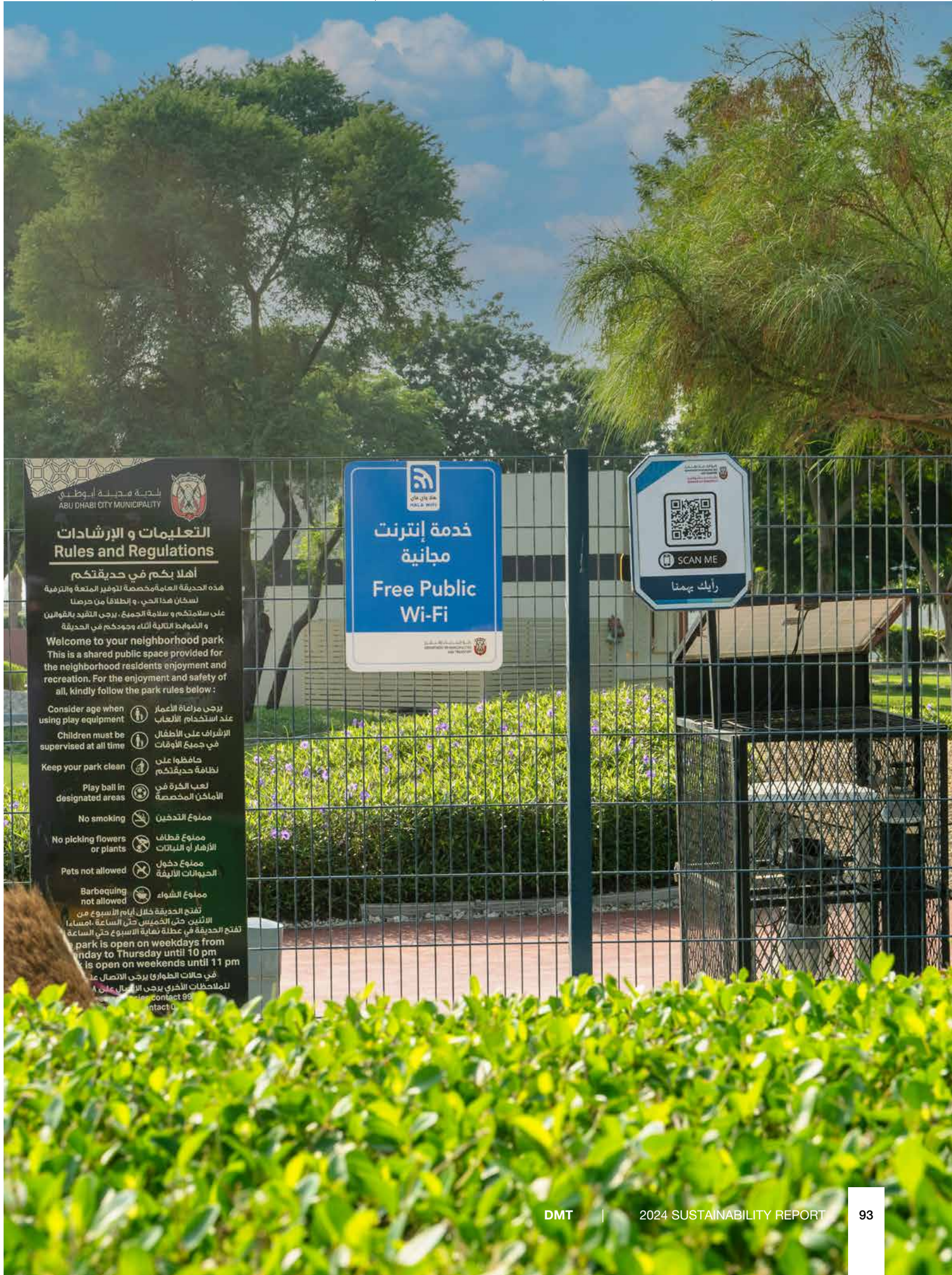
6.9M

Digital transactions made during the reporting period

198

Total Number of digital services at DMT

DMT has made significant strides in its digital transformation journey, achieving a remarkable 91% automation of services compared to 88% last year. With 198 digital services now available, DMT’s commitment to innovation and smart city development is evident.



Collaborative Impact & Responsible Engagement

Strategic Partnerships

We are forming strategic collaborations with both public and private sector entities, aligned with DMT's mission to enhance the quality of life and environmental sustainability in Abu Dhabi.

Central to our approach is the formation of impactful partnerships that encourage investment and joint ventures in areas within the department's scope. These alliances promote knowledge exchange and promote cohesive collaboration, strengthening Abu Dhabi's position as a hub for sustainable development and innovation.

DMT recognises that meaningful stakeholder engagement and strategic partnerships are vital to achieving its long-term sustainability goals. In 2024, DMT signed four strategic Memorandums of Understanding (MoUs) with LOCAI, Siemens Advanta, Core42, and Presight AI Technologies during GITEX Global 2024. These agreements mark a significant step forward in reinforcing Abu Dhabi's technological infrastructure.

2024 Key Partnerships

» **Department of Energy**



Service Level Agreement regarding the use of the 'Asateel' platform for issuing transportation, loading, and unloading permits for gas, and for tracking petroleum resource transport vehicles.

» **Department of Community Development**



Service Level Agreement regarding the Regulation of Charitable Donation Bins.

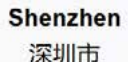
Through these collaborations, DMT is integrating cutting-edge technologies to ensure infrastructure that is efficient and resilient enhancing the well-being of all residents. These partnerships are expected to deliver lasting impact across key sectors, keeping Abu Dhabi at the forefront of global progress.

As part of its agreements with LOCAI and Core42, DMT will implement tailored solutions to accelerate innovation in smart cities, big data, and artificial intelligence, while supporting its cloud transformation journey.

Presight AI Technologies will contribute to the efforts of the Integrated Transport Centre (Abu Dhabi Mobility), focusing on research, development, and deployment of AI technologies in the mobility sector.

Additionally, DMT has entered into a strategic collaboration agreement with ADNOC to explore a shared service model that leverages AI and digital technologies to boost productivity and innovation.

» **Shenzhen City –Republic of China**



Memorandum of Understanding regarding joint cooperation on the Green Buses Project in Abu Dhabi.

» **LocationMind Company**



Memorandum of Understanding regarding research and development in data liquefaction and support for analytics tasks.



» **TAQA Transmission**
» **Abu Dhabi National Oil Company (ADNOC)**
» **Abu Dhabi Maritime**
» **Einride AB**

Memorandum of Understanding regarding joint cooperation in transitioning to electrification and automation in freight transportation.

» **Sdeira Group**



Service Level Agreement between the DMT and the Family Development Foundation regarding the (Service of Approving Housing Units for Special Cases).

Value added: Improving the quality of services and enhancing the quality of operations and systems.

» **Authority Of Social contribution - Ma'an**



Memorandum of Understanding regarding the development and enhancement of public service quality in the Emirate of Abu Dhabi through comprehensive and sustainable planning by the Department, with Amazon agreeing to provide support to the Department.

Funding Agreement regarding providing financial support for the project of pedestrian pathways, colorful facilities, and rest areas for bicycle riders.



» **Department of Education and Knowledge**
» **Environment Agency**
» **Abu Dhabi Agriculture and Food Safety Authority**
» **KEZAD**
» **Abu Dhabi Maritime**
» **ADNOC**

Service Level Agreement regarding the handling of the removal of urban visual distortions through inspection systems.

» **Amazon Web Services**



Memorandum of Understanding regarding the development and enhancement of public service quality in the Emirate of Abu Dhabi through comprehensive and sustainable planning by the Department, with Amazon agreeing to provide support to the Department.

» **The Emirates Group**



Memorandum of Understanding between the DMT and Emirates Group regarding the hosting of the annual conference of the International Federation of Air Traffic Controllers' Associations (IFATCA) 2025 in the Emirate of Abu Dhabi.

» **Abu Dhabi National Oil Company**



Memorandum of Understanding between the DMT and Abu Dhabi National Oil Company (ADNOC) regarding knowledge exchange and capacity building in areas of mutual interest.

Value Added: Human resource development, Improving the quality of services and enhancing the quality of operations and systems.

» **Huawei Technologies UAE LLC**



Memorandum of Understanding regarding cooperation in smart cities, intelligent transportation, data governance, artificial intelligence, and infrastructure.



Sustainable Procurement

The Contracts and Tenders division at DMT plays a pivotal role in cultivating a sustainable and ethical procurement ecosystem. Operating under the Financial Affairs sector, the division is guided by a strategic framework and quarterly evaluated KPIs that span operational, strategic, and government-related domains, as documented in Injazi.

Its core responsibilities include overseeing all contract and procurement activities within the department and affiliated entities, ensuring alignment with Abu Dhabi government laws, and developing policies that promote compliance and efficiency. The division also formulates procurement strategies that reflect DMT’s broader goals and monitors performance across its subsidiaries.

DMT emphasises ethical and anti – corruption sourcing and prioritises local suppliers, requiring project managers to assess vendors on their social and environmental responsibility, thereby reinforcing its commitment to integrity and sustainability in procurement.

External Events

Name	Description
Legal Affairs Symposium Construction contract disputes	The sector includes legal and government affairs, planning and infrastructure, real estate developers, engineering consultancy offices, contractors, law firms, and legal advisors.
Digital Aspirations Seminar Annual Digital Workshop	To showcase DMT’s digital transformation initiatives
World Government Summit	Is a global platform for leaders to explore future trends and innovative solutions in government and development
Plan Capital Workshop	The Abu Dhabi Plan Capital Workshop brings stakeholders together to discuss the city’s future growth, development plans, and transformational ideas.
Mobility LIVE Exhibition	A week dedicated to innovation and future trends in smart, sustainable mobility.
ADMW AD Canvas Community Tour - Cycling	Invites the community to join a guided ride that promotes wellness, sustainability, and active lifestyles in Abu Dhabi.
ADPIC Introductory Seminar	ADPIC drives excellence in Abu Dhabi’s capital projects through evaluation, partnerships, and sustainable delivery.
WeGO Opening Ceremony	The WeGO Opening Ceremony marks the launch of its MENA Regional Office, uniting global members and partners to advance smart and sustainable city development
Abu Dhabi Smart City Summit	The Abu Dhabi Smart City Summit gathers leaders and experts to explore innovative solutions that shape sustainable, technology-driven cities of the future.
GITEX Global	Show cases its innovative projects, highlighting smart solutions that support Abu Dhabi’s sustainable development.

Economic Impact

DMT is advancing Abu Dhabi's sustainable development through strategic partnerships that deliver economic value.

We are committed to building future-ready infrastructure by investing in innovative solutions and allocating resources to meet the community's essential needs. Our approach prioritises standardised regulations aligned with the leadership's vision, driving growth in the real estate sector and contributing to the emirate's overall economic progress.

In 2024, DMT's economic performance was marked by the following key initiatives:



Investment Process Enhancements

Implementation of new initiatives for investment projects aimed at improving the collection of outstanding balances. These initiatives will also help increase revenue by exploring new investment opportunities in collaboration with the private sector.



Outstanding Collection

Establishment of a roadmap to address long-standing receivables across DMT and its entities. This strategy is designed to reduce outstanding amounts and enhance revenue compared to previous years.



Cost Optimisation

Launch of a new project by the Finance department aimed at optimising costs while preserving the quality of services offered to the public. This initiative aims to transition DMT and its affiliates into self-sustaining entities by ensuring that expenses are covered directly by revenues.



> Case Study

Cost Optimisation

Summary

A comprehensive analysis of current financial position was undertaken to identify key challenges and potential opportunities, serving as the foundation for a comprehensive break-even plan for DMT and its affiliates. Multiple scenarios were simulated to evaluate the plan's resilience under varying conditions.

A structured framework was developed to establish revenue targets and define operational boundaries. These targets were clearly communicated to all stakeholders and enforced to ensure alignment across the organisation.

Revenue enhancement initiatives are currently in progress, with expected financial impacts anticipated in the near term. Additionally, the implementation of operational expenditure (OPEX) savings initiatives is scheduled to commence by the end of the current year, with projected financial benefits expected to be realised by 2026.

Impact

- Introduce new services to the community.

Outcomes

- | Achieve a financial position in which revenues cover all expenses.
- | Enable internal funding for project shortfalls and new initiatives.

Appendix



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.

The service was performed on the English version of the report

GRI 1 Used	Applicable GRI Sector Standard(s)
GRI 1: Foundation 2021	NA

Statement of Use

DMT has reported in accordance with the GRI Standards for the period between 1st January 2024 to 31st December 2024.

GRI standard / other source	Disclosure	Page Number or Direct Answer	Notes/Omission
General disclosures			
GRI 2: General Disclosures 2021	2-1 Organizational details	12 - 13	
	2-2 Entities included in the organization’s sustainability reporting	10 - 11	
	2-3 Reporting period, frequency and contact point	10 - 11	
	2-4 Restatements of information	29	
	2-5 External assurance	No external audit was conducted for this report. DMT will not provide external assurance for the current report; however, it may consider obtaining external assurance for future reports to strengthen data reliability and build stakeholder confidence	
	2-6 Activities, value chain and other business relationships	12 - 13	
	2-7 Employees	48 - 49	

GRI standard / other source	Disclosure	Page Number or Direct Answer	Notes/Omission
	2-8 Workers who are not employees	NA	Information unavailable / incomplete. Number of third-party workers and details of their employment terms is unavailable / incomplete These workers are engaged through consultancy service contracts; accountability for employment terms lies with the respective consultancy firms. DMT may assess options to collaborate with consultancy firms to obtain aggregated data in the future, the time frame currently depends on the agreements with the service.
	2-9 Governance structure and composition	66 - 67	
	2-10 Nomination and selection of the highest governance body	66 - 67	
	2-11 Chair of the highest governance body	66 - 67	
	2-12 Role of the highest governance body in overseeing the management of impacts	72 - 73	
	2-13 Delegation of responsibility for managing impacts	72 - 73	
	2-14 Role of the highest governance body in sustainability reporting	66 - 68	
	2-15 Conflicts of interest	68 - 71	
	2-16 Communication of critical concerns	68	
	2-17 Collective knowledge of the highest governance body	72 - 73	
	2-18 Evaluation of the performance of the highest governance body	72 - 73	
	2-19 Remuneration policies	DMT follows Law No. 6 of 2016 Concerning Human Resources in the Emirate of Abu Dhabi, along with the related Executive Regulations, Circulars, and Guidelines issued by the Abu Dhabi Government. These frameworks govern all aspects of employee rights and obligations, including recruitment, training and development, equal opportunities, benefits, salary scales, performance evaluation, and career progression.	

GRI standard / other source	Disclosure	Page Number or Direct Answer	Notes/Omission
	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 annual total compensation ratio is standardized and governed by Abu Dhabi Law No. 6 of 2016 Concerning Human Resources. A uniform salary scale, established by the Abu Dhabi Government, applies consistently across DMT and its affiliates. This scale ensures equal remuneration for male and female employees, with no differentiation based on gender. Compensation is determined solely by the employee's assigned grade within the salary structure, and therefore, the ratio remains consistent across all positions as per the law.	
	2-22 Statement on sustainable development strategy	14 - 15	
	2-23 Policy commitments	18 - 20	
	2-24 Embedding policy commitments	18 - 20	
	2-25 Processes to remediate negative impacts	74 - 75	
	2-26 Mechanisms for seeking advice and raising concerns	68	
	2-27 Compliance with laws and regulations	76 - 77	
	2-28 Membership associations	94 - 95	
	2-29 Approach to stakeholder engagement	20 - 21	
	2-30 Collective bargaining agreements	DMT does not engage in collective bargaining agreements.	
Material Topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	16 - 17	
	3-2 List of material topics	16 - 17	
Economic Performance and Impact			
GRI 3: Material Topics 2021	3-3 Management of material topics	98 - 101	

GRI standard / other source	Disclosure	Page Number or Direct Answer	Notes/Omission
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	98 - 101	
	201-3 Defined benefit plan obligations and other retirement plans	50 - 51	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	40 - 41	
	203-2 Significant indirect economic impacts	36 - 39	
Emissions Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	29	
GRI 103: Energy 2025	103-1 Energy policies and commitments	29	
	103-2 Energy consumption within the organization	29	
	103-4 Energy intensity	29	
	103-5 Reduction in energy consumption	29	
Climate Change and Resilience			
GRI 3: Material Topics 2021	3-3 Management of material topics	29 - 30	
GRI 102: Climate Change 2025	102-1 Transition plan for climate change mitigation	DMT implements measures to reduce emissions, including transitioning to zero-emission mobility, improving energy efficiency in municipal assets, and expanding smart systems that lower resource consumption in support of the UAE Net Zero 2050 target	
	102-2 Climate change adaptation plan	DMT enhances climate resilience through periodic climate and land-use assessments, strengthening stormwater and infrastructure systems, and integrating environmental criteria (Estidama, SEA) to ensure readiness for long-term climate risks	
	102-5 Scope 1 GHG emissions	29 - 30	
	102-6 Scope 2 GHG emissions	29 - 30	
	102-7 Scope 3 GHG emissions	29 - 30	
	102-8 GHG emissions intensity	29 - 30	
Sustainable supply chain			
GRI 3: Material Topics 2021	3-3 Management of material topics	31	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	31	
	308-2 Negative environmental impacts in the supply chain and actions taken	31	

GRI standard / other source	Disclosure	Page Number or Direct Answer	Notes/Omission
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	96	
GRI 414: Supplier Social Assessment 2016	414-2 Negative social impacts in the supply chain and actions taken	96	
Business Ethics			
GRI 3: Material Topics 2021	3-3 Management of material topics	68	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	70 - 71	
	205-2 Communication and training about anti-corruption policies and procedures	70 - 71	
	205-3 Confirmed incidents of corruption and actions taken	Zero cases of corruption recorded at DMT	
Diversity, Equality, and human rights			
GRI 3: Material Topics 2021	3-3 Management of material topics	57 - 58	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	57 - 58	
	405-2 Ratio of basic salary and remuneration of women to men	The total compensation ratio and packages 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	
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.	

GRI standard / other source	Disclosure	Page Number or Direct Answer	Notes/Omission
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	30, 33	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	30, 33	
	303-2 Management of water discharge-related impacts	30, 33	
	303-5 Water consumption	30, 33	
Biodiversity & Environmental Compliance			
GRI 3: Material Topics 2021	3-3 Management of material topics	31	
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	31	
	304-2 Significant impacts of activities, products and services on biodiversity	31	
	304-3 Habitats protected or restored	31	
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	31	
Waste Management & Circularity			
GRI 3: Material Topics 2021	3-3 Management of material topics	30	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	30	
	306-2 Management of significant waste-related impacts	30	
	306-3 Waste generated	30	

GRI standard / other source	Disclosure	Page Number or Direct Answer	Notes/Omission
Employee Attraction and Retention			
GRI 3: Material Topics 2021	3-3 Management of material topics	50 - 51	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	48 - 49	
	401-3 Parental leave	60	
Occupational Health & Safety			
GRI 3: Material Topics 2021	3-3 Management of material topics	61 - 62	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	61 - 62	
	403-2 Hazard identification, risk assessment, and incident investigation	61 - 62	
	403-3 Occupational health services	61 - 62	
	403-4 Worker participation, consultation, and communication on occupational health and safety	61 - 62	
	403-5 Worker training on occupational health and safety	61 - 62	
	403-6 Promotion of worker health	61 - 62	
	403-8 Workers covered by an occupational health and safety management system	61 - 62	
	403-9 Work-related injuries	61 - 62	
	403-10 Work-related ill health	61 - 62	
Employee Training & Development			
GRI 3: Material Topics 2021	3-3 Management of material topics	52 - 56	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	52 - 56	
	404-2 Programs for upgrading employee skills and transition assistance programs	52 - 56	
	404-3 Percentage of employees receiving regular performance and career development reviews	52 - 56	

GRI standard / other source	Disclosure	Page Number or Direct Answer	Notes/Omission
Community Engagement			
GRI 3: Material Topics 2021	3-3 Management of material topics	36 - 39	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	36 - 39	
Data Privacy and Cybersecurity			
GRI 3: Material Topics 2021	3-3 Management of material topics	78	
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			
GRI 3: Material Topics 2021	3-3 Management of material topics	94 - 95	
Risk Management & Business Continuity			
GRI 3: Material Topics 2021	3-3 Management of material topics	77 - 78	
Innovation & Digitization			
GRI 3: Material Topics 2021	3-3 Management of material topics	86 - 91	
Public Health & Safety			
GRI 3: Material Topics 2021	3-3 Management of material topics	46 - 47	

Sustainability Report 2024

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