Berkeley
DEFINED BY TRUST

Building a Resilient and Sustainable Future

BERKELEY ESG REPORT 2025

www.berkeleyuae.com

"Our ESG journey reflects a commitment to operational excellence, ethical leadership, and long-term impact."

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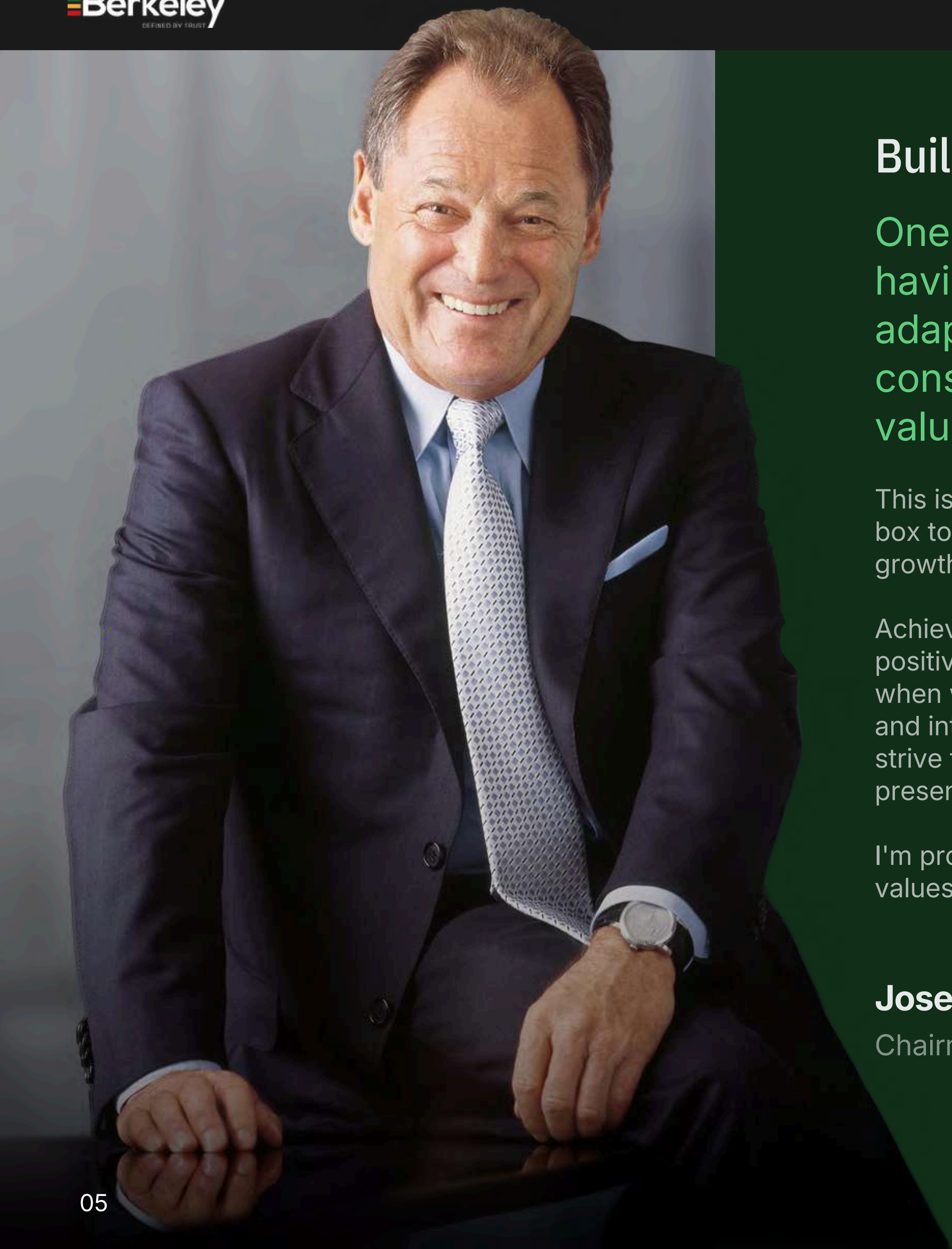

Building a Future Defined by Trust

One cannot achieve ambition without having innovation, responsibility, and adaptability. With how our environment is constantly changing, our perspectives, values, and methods need to as well.

This is precisely the reason why we don't view ESG as a mere box to be checked off, but in fact as an enabler to long-term growth and development.

Achieving commercial success goes in parallel with creating positive change in society. Making progress is only possible when we consider how these solutions can become more flexible and intelligent. By building a sustainable business model, we strive to constantly improve our end results, ensuring both present fulfilment and future potential.

I'm proud to share our 2025 ESG Report, a reflection of the values we live by and the future we're working towards, together.

Josef Klüh

Chairman of the Advisory Board

Leadership & Introduction

CHAPTER /01

Leadership Driving ESG Excellence

The people steering our sustainability agenda

Karl-Heinz Otto Mair
Chief Executive Officer

Jiji Francis
Chief Operating Officer

Jawad Ahmad Bhatti
Chief Financial Officer

Kartik Shankar Narayan
Chief Sales Officer

Strong governance and accountable leadership are central to Berkeley Services Group's approach towards ESG. The Group's leadership team provides strategic direction and oversight to ensure Environmental, Social, and Governance (ESG) principles are embedded across operations, decision-making processes, and long-term business strategy.

The Board and Executive Management actively champion responsible business practices, supporting a culture of integrity, transparency, and continuous improvement. ESG considerations are integrated into corporate planning, operational performance management, investment decisions, and stakeholder engagement, reflecting Berkeley's commitment to sustainable value creation in the UAE and the wider region.

This commitment is further reinforced through the integration of the United Nations Sustainable Development Goals (SDGs) into Berkeley's ESG framework, guiding responsible growth, measurable impact, and long-term value creation.

Nadesh Gandhari

Head of ESG

Turning ESG Principles into Business Practice

ESG is how we operate, not what we report

At Berkeley Services Group, ESG is not positioned as a standalone programme or a separate function—it is designed into the way the organisation operates, makes decisions, and delivers value. The role of ESG leadership is therefore focused less on messaging and more on building the systems, governance, and disciplines that ensure sustainability is embedded across the business.

Environmental, social, and governance considerations are integrated into strategic planning, operational performance management, risk assessment, investment decisions, and stakeholder engagement. This ensures that ESG principles are applied consistently—from day-to-day operational choices to long-term growth strategies—rather than addressed retrospectively or in isolation.

A key focus has been strengthening the mechanisms through which ESG risks, opportunities, and trade-offs are identified and managed. Clear governance structures, defined accountability, data-enabled insights, and regular performance reviews enable informed decision-making, particularly where commercial priorities intersect with environmental impact, workforce wellbeing, or regulatory expectations.

Berkeley's ESG approach recognises that sustainable progress is achieved through disciplined execution. By embedding ESG into operational systems, digital platforms, supply chain oversight, and performance frameworks, the organisation ensures that commitments translate into measurable actions and outcomes.

Guided by international best practices and aligned with the UAE's sustainability ambitions, Berkeley continues to evolve its ESG framework to support resilience, transparency, and responsible growth. This system-led approach positions ESG not as a compliance obligation, but as a foundation for long-term value creation for clients, employees, partners, and the wider community.

United Nations Global Compact Commitment

A public commitment

WE SUPPORT
UN GLOBAL COMPACT

In January 2025, Berkeley Services UAE LLC formally joined the United Nations Global Compact, the world's largest corporate sustainability initiative.

Berkeley
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13/01/2025

H.E. António Guterres
Secretary-General
United Nations
New York, NY 10017
USA

Dear Mr. Secretary-General,

I am pleased to confirm that Berkeley Services UAE LLC supports the Ten Principles of the United Nations Global Compact on human rights, labour, environment and anti-corruption.

With this communication, we express our commitment to making the UN Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals. Berkeley Services UAE LLC will make a clear statement of this commitment to our stakeholders and the general public.

We recognize that a key requirement for participation in the UN Global Compact is the annual submission of a Communication on Progress (CoP) that describes our company's efforts to implement the Ten Principles.

We support public accountability and transparency and therefore commit to report on progress starting the calendar year after joining the UN Global Compact, and annually thereafter according to the UN Global Compact CoP policy. This includes:

- A statement signed by the chief executive expressing continued support for the UN Global Compact and renewing our ongoing commitment to the initiative and its principles. This is separate from our initial letter of commitment to join the UN Global Compact.
- The completion of the online questionnaire of the Communication on Progress through which we will disclose our company's continuous efforts to integrate the Ten Principles into our business strategy, culture and daily operations, and contribute to United Nations goals, particularly the Sustainable Development Goals.

Sincerely yours,

Karl-Heinz Otto Mair

CEO at Berkeley Services UAE LLC

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About Berkeley

CHAPTER /02

About Berkeley: Integrating Sustainability into IFM

40+ years of trusted service in the UAE

Company Overview and IFM Services

Berkeley is a forward-thinking leader in providing Integrated Facilities Management (IFM) services, delivering exceptional value to customers through a comprehensive suite of solutions designed to optimise operational efficiency, enhance sustainability, and improve service delivery across diverse industries. With a strong commitment to innovation and sustainability, we manage and maintain the built environment, infrastructure, and systems, ensuring they operate seamlessly and sustainably.

Our services span building maintenance, soft services, smart solutions, landscaping, laundry, and security. Through intelligent asset management and optimised manpower deployment, we deliver seamless operations tailored to each client's needs.

By leveraging advanced technologies and a highly skilled workforce, Berkeley is uniquely positioned to deliver integrated facility management services that not only increase efficiency but also support environmental and social sustainability.

Our holistic approach to facilities management reflects our core values of transparency, agility, innovation, reliability, and responsibility, helping customers to achieve their operational and ESG goals while maintaining the highest standards of service excellence.

9,500+

Employees in the UAE

2,800+

Client Partnerships

Our workforce comprises **9,500+ employees** from **34 different nationalities,** driving more than **2,800 client partnerships.**

Alignment with UAE Vision 2030 and Net Zero 2050

We operate where sustainability is a national strategy

We align our strategy with the UAE's Vision 2030 and Net Zero 2050 goals, believing that sustainable practices drive long-term success.

Through initiatives like energy management, biofuel adoption, and green technologies, we actively contribute to creating a resilient, sustainable economy. Our efforts in reducing our carbon footprint, improving energy efficiency, and promoting social responsibility support the UAE's goals of achieving Net Zero by 2050.

In parallel, we strengthen our social impact by fostering an inclusive workforce and tracking diversity across our direct employees as part of our commitment to responsible business practices.

Organisational Structure

Structured for accountability at every level

We maintain a clearly defined organisational structure that supports effective governance, accountability, and operational oversight across the business.

Roles, responsibilities, and reporting lines are established to enable transparent decision-making, effective supervision, and timely escalation of risks and issues.

The management framework promotes cross-functional coordination while ensuring that key functions—including operations, finance, human resources, procurement, and technical services—operate in line with documented policies, procedures, and internal controls.

This structure enables consistent application of ethical standards, compliance requirements, and risk management practices throughout the organisation.

Environmental, social, and governance considerations are embedded within the management structure, supporting their integration into operational planning, performance monitoring, and continuous improvement processes.

Regular reviews and management oversight mechanisms help ensure alignment with regulatory requirements, client expectations, and internal sustainability objectives.

This structured approach strengthens accountability, enhances operational resilience, and supports responsible business conduct and long-term value creation.

ESG Highlights & Strategic Milestones

A Journey of Significant Progress

Joined the UNGC

Committed to aligning business practices with globally recognised sustainability principles.

Achieved EcoVadis Silver

Recognised for ESG performance by EcoVadis ranking in the top tier of assessed companies.

Achieved ESG Label from DCC

Awarded ESG certification by Dubai Chamber of Commerce for sustainable business practices.

Achieved Energy Management ISO

Certified to ISO energy standards for improving energy efficiency and reducing impact.

Net Zero Journey Award

Acknowledged progress and leadership in advancing the company's net-zero strategy.

Achieved CSR Arabia Award

Recognised for excellence in corporate social responsibility initiatives in the region.

Biofuel Scale in Operations

Expanded the use of biofuels to support low-carbon and sustainable operations.

Associate Partner at NGO

Collaborated with non-governmental organisations to drive social and environmental impact.

Support to Asian Youth Para Games

Contributed to inclusivity and community engagement through sports sponsorship.

Launched ESG Navigator

Implemented a tool to track, manage, and improve ESG performance.

Launched E-learning

Introduced digital training programmes to build ESG awareness and capabilities.

Annual IFM Roundtable

Hosted a strategic forum to discuss industry trends, sustainability, and innovation.

ESG Framework & Reporting

CHAPTER /03

Reporting Scope

What this report covers and how

This ESG Report covers the operations and activities of Berkeley Services Group within the United Arab Emirates (UAE). The disclosures, performance data, targets, and initiatives presented in this report relate exclusively to the Group's UAE operations during the reporting period, reflecting the regulatory environment, market conditions, and national sustainability priorities applicable to the UAE.

This ESG Report covers the period 1 January 2025 to 31 December 2025, unless otherwise stated.

Where relevant, the report aligns with local regulations, national sustainability strategies, and internationally recognised reporting frameworks, providing stakeholders with a transparent and accurate view of the Group's ESG performance within its UAE operating context.

ESG Framework Alignment

This ESG Report has been prepared with reference to internationally recognised sustainability standards, voluntary frameworks, and applicable UAE regulatory and policy requirements, to ensure transparency, consistency, and relevance of disclosures.

The report aligns with the Global Reporting Initiative (GRI) Standards, reflects the principles of the United Nations Global Compact (UNGC), and references the United Nations Sustainable Development Goals (SDGs) where relevant to Berkeley Services Group's activities.

Operational and environmental disclosures draw upon certified management systems, including ISO 50001 for Energy Management, and ESG performance is informed by the EcoVadis sustainability assessment methodology.

The report also considers national and local frameworks such as the UAE Net Zero by 2050 Strategic Initiative and the Dubai Chambers ESG Framework, ensuring alignment with the UAE's sustainability priorities.

ESG Methodology & Boundary

How we measure and what we include

This ESG Report covers the operations of Berkeley Services Group within the United Arab Emirates (UAE). The reporting boundary includes activities where the Group exercises operational control during the reporting period, with disclosures reflecting applicable environmental, social, and governance impacts within this scope.

The report has been developed using a structured internal data collection and validation process of Internal ESG Scorecard systems, drawing from operational systems, site-level records, and management inputs. ESG data is compiled through defined methodologies aligned with recognised reporting frameworks and supported by internal controls and governance oversight. Where estimates or assumptions have been applied, these are based on reasonable and consistent approaches to ensure reliability and comparability of information.

Data Governance

Berkeley Services Group maintains a structured data governance framework to support the accuracy, consistency, and reliability of ESG information disclosed in this report.

ESG data is captured through defined internal processes, operational systems, and site-level reporting mechanisms, with clearly assigned roles and responsibilities for data collection, review, and validation. Controls are in place to ensure data integrity, with oversight provided by management functions responsible for ESG performance, compliance, and reporting.

All quantitative ESG targets and thresholds are centrally defined, reviewed, and monitored through the Group's KPI scorecard framework.

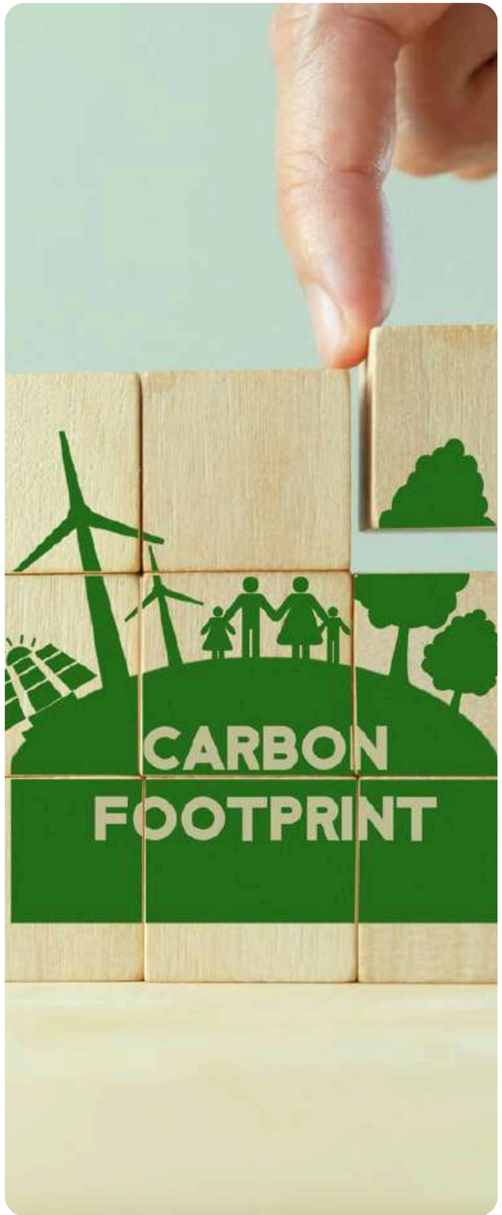
ESG Vision & Priorities

Resilient, responsible and future-ready

ESG Vision

Berkeley Services Group's ESG vision is to deliver resilient, responsible, and future-ready integrated facilities management solutions that create long-term value for clients, employees, communities, and the environment.

The Group is committed to integrating sustainability into its operating model, decision-making, and service delivery, while supporting the UAE's national sustainability ambitions and contributing positively to broader environmental and social outcomes.



ESG Priorities

To deliver on its ESG vision, Berkeley's strategy is guided by the following core priorities and each priority is supported by defined KPIs tracked through the ESG scorecard.

Environmental stewardship

Reduce environmental impact through energy efficiency, emissions management, responsible resource use, waste reduction, and adoption of low-carbon solutions, in alignment with the UAE Net Zero by 2050 ambition.

People & social responsibility

Promote a safe, inclusive, and supportive workplace by prioritising health and safety, worker welfare, learning and development, diversity, and meaningful community engagement.

Responsible governance & ethics

Uphold high standards of corporate governance, ethical business conduct, transparency, and accountability, supported by robust policies, risk management, and stakeholder engagement.

Operational integration & innovation

Embed ESG considerations into operations and service delivery through digitalisation, data-driven decision-making, and innovative IFM solutions that support client sustainability objectives.

Advancing the UN Sustainable Development Goals

Our contributions to a global scale

SDG Priority Area	Strategic Focus	Progress	2030 Vision
SDG 7 – Affordable and Clean Energy	Energy efficiency & renewable integration	Accelerated	High-efficiency operations
SDG 13 – Climate Action	Fleet transition & value-chain mapping	On Track	Validated SBTi targets
SDG 6 – Clean Water and Sanitation	Water tracking & recycling programmes	On Track	Maximised circular reuse
SDG 12 – Responsible Consumption and Production	Waste reduction & supplier screening	Achieved	Zero waste to landfill
SDG 15 – Life on Land	Environmental risk & spill prevention	Maintained	Zero pollution incidents
SDG 3 – Good Health and Well-Being	Zero-harm culture & incident prevention	Maintained	Absolute zero-harm

SDG Priority Area	Strategic Focus	Progress	2030 Vision
SDG 4 – Quality Education	Workforce environmental competency	Expanded	100% ESG training
SDG 5 – Gender Equality	Female leadership & respect training	On Track	Balanced management
SDG 8 – Decent Work and Economic Growth	Employee satisfaction & fair pay	Accelerated	Industry-leading equity
SDG 11 – Sustainable Cities and Communities	Air emissions & community programmes	Expanded	Clean-air operations
SDG 16 – Peace, Justice and Strong Institutions	Business ethics & grievance resolution	Maintained	Absolute transparency
SDG 17 – Partnerships for the Goals	ESG supply chain contract clauses	Achieved	100% compliant partners

Detailed SDG performance is monitored through KPI scorecards.

Governance & Risk Management

CHAPTER /04

Governance & Board Oversight

The architecture that makes everything else possible

Berkeley's Board provides strategic oversight of ESG matters, ensuring sustainability considerations are integrated into governance, risk management, and long-term decision-making.

From Left to Right: Frank Theobald, Karl-Heinz Otto Mair, Ahlem Sehili-Klüh, Dr. Habiba Al Mar'ashi, Christian Frank

Management Accountability

Executive management is responsible for implementing the ESG strategy, with clearly defined roles, responsibilities, and performance oversight embedded within day-to-day operations.

Policies & Ethics

The Group upholds high standards of ethical conduct through a robust framework of policies, codes of conduct, and compliance mechanisms that guide responsible business practices.

UAE Alignment

ESG initiatives are aligned with the UAE's regulatory requirements and national sustainability priorities, including energy efficiency, workforce wellbeing, and long-term economic resilience.

Stakeholder Engagement

Berkeley engages proactively with key stakeholders to understand expectations, inform decision-making, and strengthen trust through transparent and responsive ESG practices.

Stakeholder Engagement & Material Insights

Engaging those who shape our impact

The following matrix outlines our key stakeholder groups, engagement methods, priority topics, and their relative priority in the Group's ESG strategy.

Stakeholder	Method	Key Topics	Priorities
Employees & Workers	Surveys, town halls, performance reviews, internal communications	Workplace safety, career development, employee welfare, training	High
Clients & Customers	Client meetings, satisfaction surveys, feedback channels, account reviews	Service quality, ESG expectations, compliance requirements, innovation	High
Suppliers & Contractors	Site visits, performance reviews, procurement audits, contractual reviews	HSE compliance, procurement standards, ethical sourcing, supply chain sustainability	Medium
Regulatory Authorities	Formal reporting, compliance audits, regulatory filings, consultations	Legal compliance, ESG disclosures, environmental permits, labour regulations	High
Investors & Shareholders	Annual reports, investor meetings, ESG disclosures, AGMs	Financial performance, ESG strategy, risk management, governance transparency	High
Local Communities	Community programmes, CSR initiatives, public consultations, partnerships	Social impact, environmental stewardship, local employment, community welfare	Medium
Industry Bodies	Conferences, memberships, working groups, industry forums	Industry standards, best practices, benchmarking, sector collaboration	Low

Double Materiality Assessment Framework

Looking in two directions at once

We applied a double materiality approach to identify and prioritise ESG topics that are most significant to the business and its stakeholders. This assessment considers both impact materiality, evaluating the Group's actual and potential effects on the environment, people, and communities, and financial materiality, assessing how sustainability matters may influence the Group's financial position, performance, and long-term value.

The double materiality process is informed by stakeholder engagement, industry benchmarks, regulatory requirements, and alignment with recognised frameworks, including the GRI Standards and UAE national sustainability priorities.

Material topics are translated into measurable KPIs within the ESG scorecard.

Impact Materiality

Inside → Out

How the Group's operations and activities affect:

- Environment & climate
- People & workforce welfare
- Communities & society
- Supply chain sustainability
- Ethical governance & conduct

Double Materiality

Financial Materiality

Outside → In

How sustainability matters affect the Group's operations:

- Financial position & performance
- Revenue & cost structure
- Risk exposure & resilience
- Regulatory compliance costs
- Long-term enterprise value

Material ESG Priorities: Where We Focus and Why

Through its materiality assessment process, Berkeley has identified the ESG topics most relevant to its operations, stakeholders, and strategic objectives within the UAE.

Material topics span environmental areas such as energy management, GHG emissions, water stewardship, and waste management; social areas including health and safety, worker welfare, diversity and inclusion, and community engagement; and governance areas covering business ethics, anti-corruption, regulatory compliance, and data governance. These material topics inform the structure and content of this report and guide the prioritisation of ESG initiatives, targets, and resource allocation.

Environmental

Planet

- Energy management
- GHG emissions (Scope 1-3)
- Water stewardship
- Waste management
- Biodiversity impact

Social

People

- Health & safety
- Worker welfare & human rights
- Diversity & inclusion
- Community engagement
- Learning & development

Governance

Principles

- Business ethics
- Anti-corruption
- Regulatory compliance
- Data governance
- Supply chain oversight

Enterprise Risk Management & ESG Risk Integration

Seeing risk whole and acting on it

Berkeley has a comprehensive Enterprise Risk Management (ERM) framework designed to identify, assess, monitor, and mitigate risks across all areas of the business. The ERM framework is aligned with recognised standards and integrates financial, operational, strategic, and compliance risks into a structured process overseen by senior management and the Board.

01 **Identify**	Map risks across financial, operational, strategic, and compliance domains
02 **Assess**	Evaluate likelihood, impact severity, and interdependencies of each risk
03 **Mitigate**	Define risk owners and implement targeted mitigation strategies and controls
04 **Monitor**	Maintain risk registers with regular reviews by senior management and the Board
05 **Escalate**	Apply escalation protocols for timely response and organisational resilience

ESG Risk Integration

ESG risks are embedded within Berkeley's Enterprise Risk Management framework, ensuring that environmental, social, and governance factors are systematically identified, assessed, and managed alongside traditional business risks.

The integration process involves mapping ESG-related risks to operational activities, evaluating their likelihood and potential impact, and assigning accountability for mitigation measures.

Key ESG Risk Areas

- Climate & environmental impact
- Regulatory & compliance exposure
- Workforce health & safety
- Supply chain disruptions
- Governance & ethical conduct
- Reputational & stakeholder risks

Integration Approach

- Mapped to operational activities
- Likelihood & impact scoring
- Assigned risk ownership
- Mitigation action plans
- Regular Board-level review
- Aligned with ERM framework

Climate Scenario Analysis & Strategic Resilience

Climate change presents both risks and opportunities for our operations and clients within the UAE.

Physical risks include exposure to extreme heat events, water scarcity, and supply chain disruptions, while transition risks relate to evolving regulatory requirements, energy costs, and market expectations around low-carbon performance. Opportunities include growing demand for energy-efficient building management, green IFM solutions, and climate-resilient operational practices that support client sustainability objectives and national decarbonisation targets.

Physical Risks

- Extreme heat events
- Water scarcity
- Supply chain disruptions
- Infrastructure stress

Transition Risks

- Evolving regulations
- Rising energy costs
- Market expectations
- Low-carbon mandates

Opportunities

- Energy-efficient IFM
- Green building solutions
- Climate-resilient services
- Decarbonisation support

Operating in a climate-exposed environment

We conduct scenario analysis to assess the potential impacts of climate-related risks and opportunities on our business strategy, operations, and financial performance.

Scenarios are developed in alignment with recognised climate frameworks, considering both low-carbon transition pathways and physical climate change impacts under different temperature trajectories. The findings inform strategic planning, capital allocation, and operational preparedness, enabling the Group to strengthen resilience and adapt its service offerings in response to evolving climate conditions.

01 **Define Scenarios** — Develop climate pathways aligned with recognised frameworks

02 **Assess Impacts** — Evaluate physical and transition risks under each trajectory

03 **Model Outcomes** — Quantify effects on strategy, operations, and financial performance

04 **Inform Strategy** — Guide capital allocation, planning, and operational preparedness

Business Continuity Planning & Operational Resilience

Uninterrupted service, whatever the disruption

Berkeley maintains a robust business continuity management framework to ensure operational resilience and the uninterrupted delivery of essential IFM services. Business continuity plans are developed for critical operations, with defined recovery procedures, communication protocols, and resource allocation strategies to address disruptions, including natural events, supply chain failures, and infrastructure incidents.

Plans are reviewed, tested, and updated regularly to reflect changes in the operating environment, client requirements, and emerging risks, ensuring the Group's preparedness to maintain service excellence under all conditions.

Recovery Procedures

Defined protocols to restore critical operations swiftly

Communication Protocols

Clear escalation channels and stakeholder notification plans

Resource Allocation

Pre-assigned resources for disruption response and recovery

Regular Testing

Plans reviewed, tested, and updated to reflect emerging risks

Environmental

CHAPTER /05

GHG Emissions Inventory (Scope 1, 2 & 3)

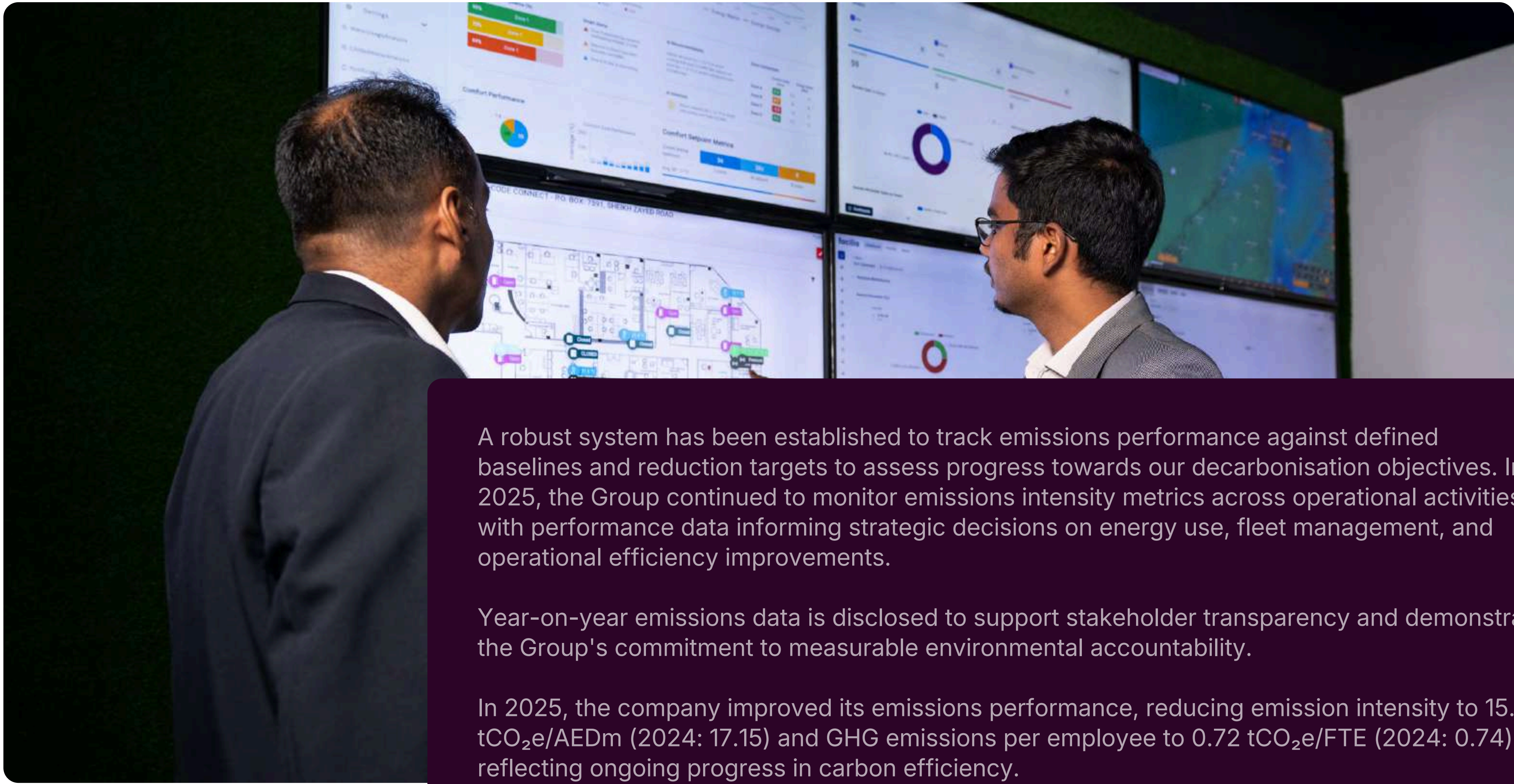
Transparent reporting across all three scopes

We report our greenhouse gas (GHG) emissions across Scope 1, Scope 2, and Scope 3 categories in alignment with the GHG Protocol. Scope 1 emissions arise from direct sources, including company-owned vehicles and on-site fuel combustion. Scope 2 emissions relate to purchased electricity consumed across managed facilities and office operations. Scope 3 emissions encompass indirect emissions from the Group's value chain, including supply chain activities, employee commuting, and waste disposal.

Scope	Emission Source	Emissions (tCO_2e)	Methodology Standard	Coverage	Data Type
Scope 1	Direct emissions (fuel combustion)	4,442	Greenhouse Gas Protocol	100% of operations under operational control	Calculated
Scope 2	Indirect emissions (purchased electricity)	2,433	Greenhouse Gas Protocol	100% of operations under operational control	Calculated
Scope 3	Other indirect emissions (waste, travel, commuting)	100	Greenhouse Gas Protocol	Limited to selected Scope 3 categories (waste, business travel, and employee commuting) based on availability of high-quality primary data. Additional value chain categories are under development.	Estimated
Total	**Overall GHG emissions**	**6,975**	-	-	-

GHG Emissions Performance & Carbon Intensity

Measuring what we manage



A robust system has been established to track emissions performance against defined baselines and reduction targets to assess progress towards our decarbonisation objectives. In 2025, the Group continued to monitor emissions intensity metrics across operational activities, with performance data informing strategic decisions on energy use, fleet management, and operational efficiency improvements.

Year-on-year emissions data is disclosed to support stakeholder transparency and demonstrate the Group's commitment to measurable environmental accountability.

In 2025, the company improved its emissions performance, reducing emission intensity to 15.50 tCO_2e/AEDm (2024: 17.15) and GHG emissions per employee to 0.72 tCO_2e/FTE (2024: 0.74), reflecting ongoing progress in carbon efficiency.

In 2025, Berkeley received a Net Zero Journey Award from the Smart Built Environment Forum, recognising its commitment to decarbonisation and sustainable operations.

Decarbonisation Strategy & Net Zero Pathway

Cutting carbon across every operation

Berkeley's decarbonisation strategy focuses on reducing carbon emissions through targeted interventions across energy management, fleet operations, and service delivery.

Key initiatives include the adoption of biofuels, transition to energy-efficient technologies, optimisation of building management systems, and exploration of renewable energy solutions within managed facilities.

The Group's decarbonisation roadmap is aligned with the UAE Net Zero by 2050 Strategic Initiative and supports the broader transition to a low-carbon economy.

Energy Efficiency & Consumption Management

Managing the resources that matter most

Energy management is a core component of Berkeley's environmental strategy, underpinned by its ISO 50001:2018 Energy Management System certification. The Group implements energy efficiency measures across managed facilities, including optimisation of HVAC systems, lighting upgrades, building automation, and real-time energy monitoring through its CAFM platform.

Continuous energy performance tracking, benchmarking, and reporting enable the identification of improvement opportunities and support the achievement of energy reduction targets aligned with national and international standards.

Energy Performance Indicator	2025 Performance	2024 Performance	Insight
Energy Intensity	202,590 MJ/AEDm	225,320 MJ/AEDm	↓ 10.1% improvement
Energy Savings Achieved	2,000,000 MJ	1,800,000 MJ	Continuous efficiency gains
Total Energy Managed	91.17 million MJ	90.13 million MJ	Large operational scale
Site Monitoring Coverage	100%	100%	Full portfolio control
Total Energy Consumed	91,165,391.6 MJ	90,127,850.2 MJ	Increase driven by business growth

Performance tracked via KPI scorecard and reviewed periodically.

Water Stewardship & Responsible Use

Using every drop wisely

We monitor and manage water consumption across our operations with a focus on efficiency, conservation, and responsible stewardship. Water management practices include monitoring consumption at managed sites, implementing water-saving technologies, promoting awareness among operational teams, and supporting clients in achieving their water efficiency goals.

Water usage data is tracked and reported as part of the Group's broader environmental performance framework, supporting transparency and continuous improvement in resource management. 100% of wastewater from our operational and managed sites is safely discharged into municipal treatment networks in full compliance with local environmental standards, minimising downstream ecological impact.

Water Performance Indicator	2025 Performance	2024 Performance	Insight
Total Water Consumption	236,054 KL	232,326 KL	Managed an increase in line with operations
Water Withdrawal	247,857 KL	243,942 KL	Controlled usage across sites
Water Intensity	24.77 KL/capita	25.12 KL/capita	Improved efficiency per person
Water Recycled / Reused	6%	-	Early-stage baseline for scaling reuse
Monitoring Coverage	100%	100%	Full visibility and control

Performance tracked via KPI scorecard and reviewed periodically.

Waste Management & Circular Economy

Designing waste out of how we work

We are committed to minimising waste generation and advancing circular economy principles across our operations and managed facilities. Waste management practices include segregation at source, recycling and recovery programmes, responsible disposal of hazardous and non-hazardous waste, and partnerships with licensed waste management providers. The Group actively seeks opportunities to reduce waste to landfill, increase diversion rates, and integrate circular economy thinking into procurement, service delivery, and client engagement.

We enforce rigorous chemical management protocols by prioritising eco-certified, low-toxicity products and maintaining a "Zero" record for hazardous spills through proactive containment systems, continuous compliance monitoring, and mandatory rapid-response training across all operational footprints.

Waste Performance Indicator	2025 Performance	2024 Performance	Insight
Total Non-Hazardous Waste	1,235.7 MT	1,071 MT	Increase reflects operational scale and business growth
Hazardous Waste Generated	39.5 MT	48.5 MT	↓ Reduction in high-risk waste
Waste Diverted (Reused/Recycled)	333 MT	-	Active recycling and recovery programmes
Waste to Landfill	471 MT	750 MT	↓ Significant landfill reduction
Waste Diversion Rate	26.10%	-	Improving circularity performance
E-Waste Disposal	159 kg (100% certified)	49 kg	Fully compliant disposal practices

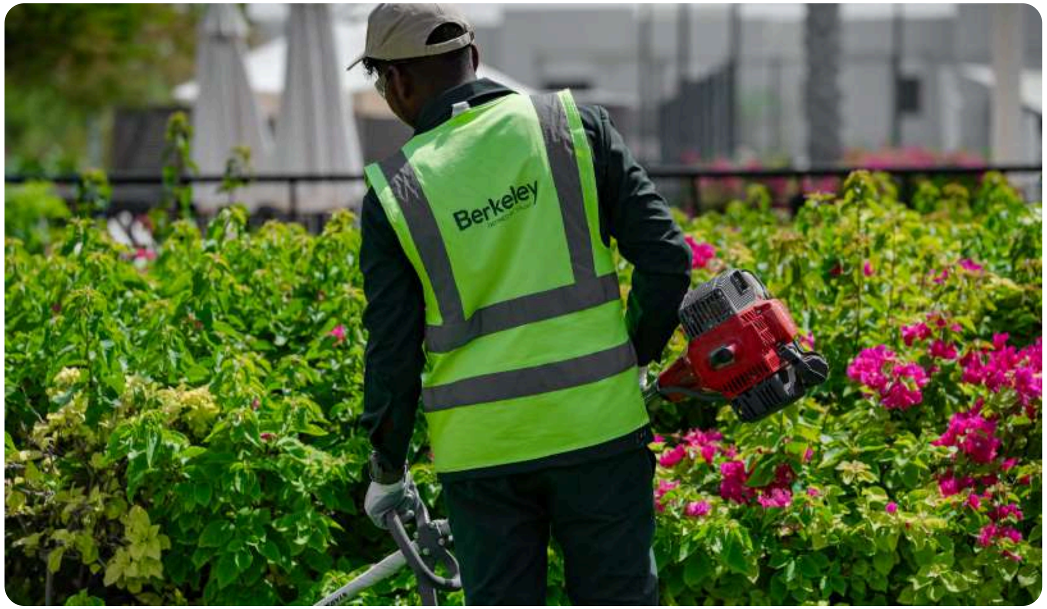
Performance tracked via KPI scorecard and reviewed periodically.

Biodiversity Protection

Caring for the living environments we manage

Berkeley prioritises ecosystem protection across its operational footprint and managed environments by integrating sustainable landscaping, native and climate-adapted planting, and eco-conscious procurement into our facilities management activities. While the direct biodiversity impact of Integrated Facilities Management (IFM) operations is inherently limited, we actively champion our clients' environmental goals through habitat preservation and green space stewardship.

Demonstrating this commitment, we achieved a 60% year-on-year increase in our corporate tree planting initiatives, driving tangible ecological value and supporting local biodiversity growth.



Air Quality Management

We are dedicated to minimising air pollution and improving localised air quality across our operations and client portfolios. We actively manage and mitigate atmospheric emissions by deploying energy-efficient equipment, utilising low-VOC (Volatile Organic Compound) eco-friendly cleaning agents, and optimising service logistics. By transitioning our operational fleet to hybrid vehicles and implementing smart route management, we significantly reduce particulate matter and greenhouse gas emissions. These proactive measures ensure full compliance with regional ambient air standards while safeguarding public health and promoting healthier, cleaner environments for our clients and communities.

Digitalisation & Innovation for Sustainable Operations

Data-driven operations, at scale

Berkeley leverages digitalisation and its Computer-Aided Facility Management (CAFM) platform to drive operational excellence, data-driven decision-making, and sustainable service delivery. The CAFM system enables real-time asset management, work order tracking, preventive maintenance scheduling, and ESG performance monitoring across the Group's managed portfolio.

Digital tools such as the ESG Navigator and SMART OPS HUB further enhance visibility, reporting accuracy, and the ability to identify efficiency improvements that support both operational and sustainability goals.

Smart Technologies & Predictive Sustainability

From reactive to anticipatory

Berkeley integrates Internet of Things (IoT), artificial intelligence (AI), and predictive maintenance technologies to enhance the reliability, efficiency, and sustainability of facilities management services.

IoT sensors provide real-time data on equipment performance, energy usage, and environmental conditions, enabling proactive interventions and reducing unplanned downtime.

AI-powered analytics support predictive maintenance models that optimise asset lifecycles, reduce resource consumption, and improve client outcomes through smarter, data-driven operations.

Delivering Sustainability Value to Clients

A strategic partner in our clients' sustainability journey

Berkeley actively supports its clients in achieving their sustainability objectives through tailored IFM solutions, advisory services, and data-driven reporting.
The Group collaborates with clients to develop and implement energy reduction plans, waste management programmes, water conservation strategies, and green building initiatives aligned with client-specific ESG targets.

By integrating sustainability into service delivery, Berkeley enables clients to enhance their environmental performance, meet regulatory requirements, and demonstrate progress to their own stakeholders.

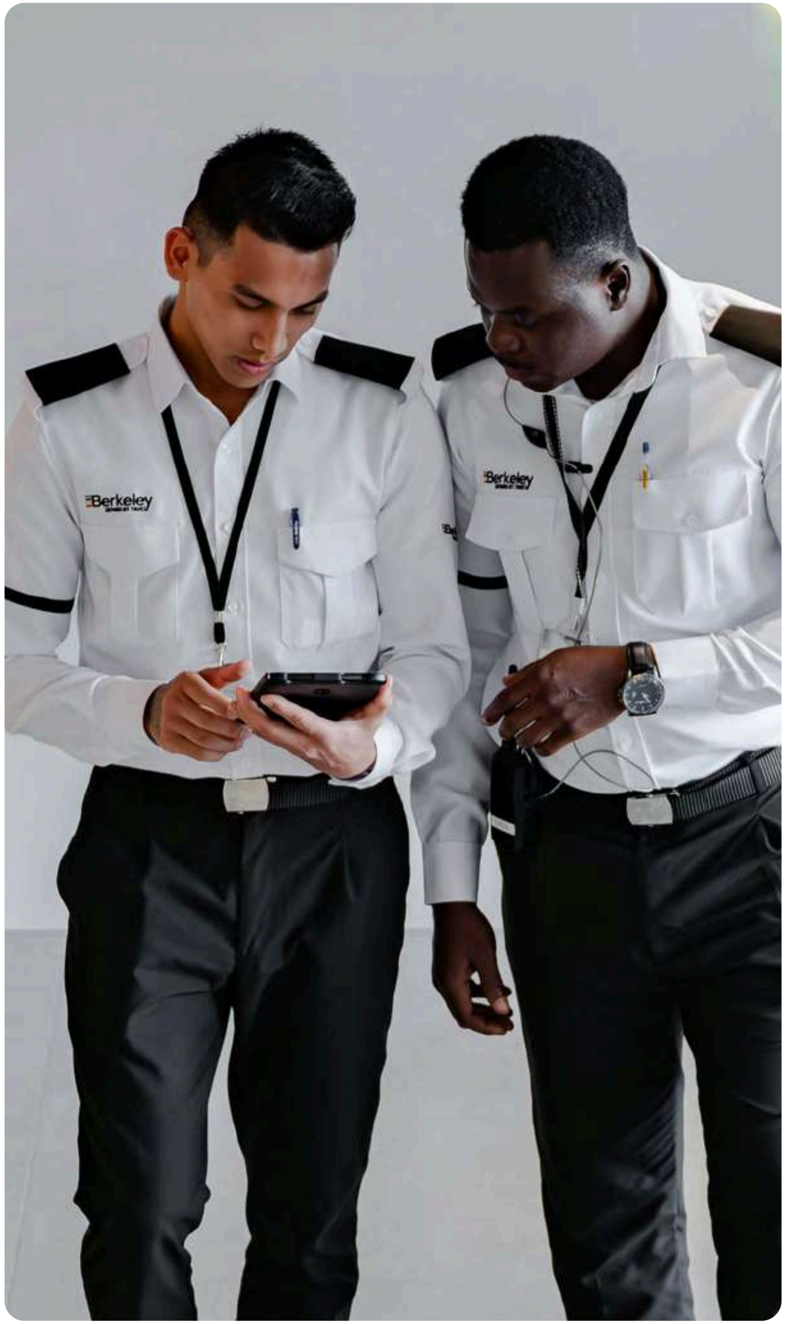
Social

CHAPTER /06

A Diverse Workforce Representing 34 Nationalities

Our people strategy is centred on attracting, developing, and retaining a skilled and engaged workforce that delivers exceptional service across all operations. The Group employs a diverse workforce across multiple service lines, representing **34 nationalities in 2025,** with a strong focus on fair employment practices, professional development, and an inclusive workplace culture.

Through workforce planning, succession management, and talent development, Berkeley ensures operational excellence while promoting diversity, equity, and inclusion, supported by equal opportunity practices, continuous diversity monitoring, and a zero-tolerance approach to discrimination and harassment.



Health, Safety & Zero-Harm Commitment

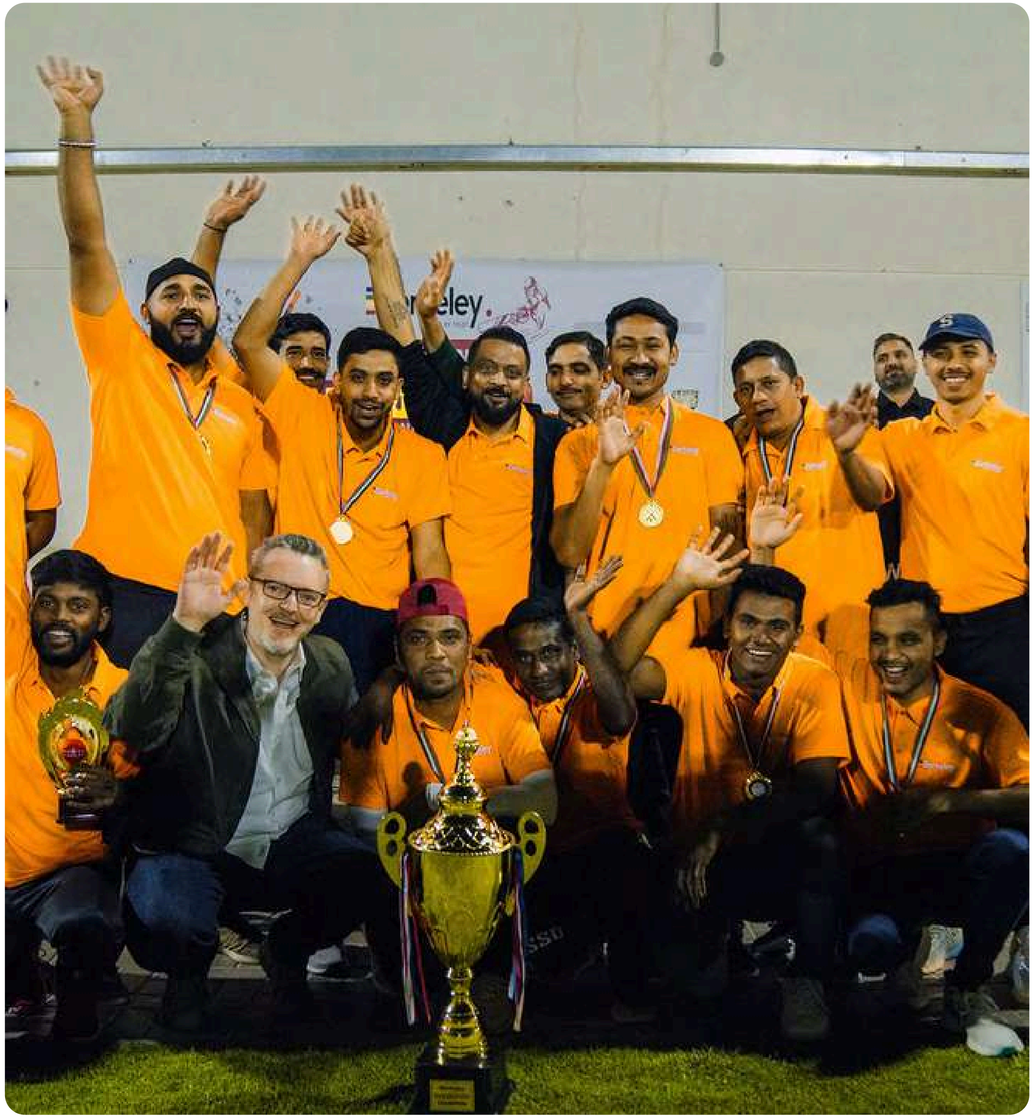
Everyone goes home safe

Health, Safety, and Environment (HSE) is a fundamental priority for Berkeley Services Group, supported by a comprehensive HSE management system aligned with international standards. The Group maintains robust safety protocols, risk assessments, incident reporting mechanisms, and emergency preparedness procedures to protect employees, contractors, and stakeholders across all operational sites. Safety performance is monitored through key indicators, including lost-time injury frequency rates (LTIFR), near-miss reporting, and safety training completion rates, with continuous improvement driven by data analysis and management review. Safety KPIs, including LTIFR thresholds, are defined within ESG scorecards.

HSE Performance Indicator	2025 Performance	2024 Performance	Insight
Fatalities	0	0	Zero-harm commitment sustained
LTIFR	0.225 / 200k hrs	0.160 / 200k hrs	Maintained within target despite operational scale and business growth
H&S Training Coverage	100%	100%	Consistent workforce competence
Risk Assessment Coverage	100% of sites	88%	Improved to full coverage
Lost days due to work-related injuries	25	32	22% Reduction
Man-Hours Worked	26,085,914	24,310,311	7% increase in man-hours reflects business growth

Human Rights & Worker Welfare

Dignity and respect as non-negotiables



We maintain a zero-tolerance approach to child labour and modern slavery through a "Systems-First" framework:

Ethical Recruitment:

We enforce the "Employer Pays" principle, covering all recruitment costs to eliminate worker debt.

Financial & Document Autonomy:

100% of wages are paid via the UAE Wage Protection System (WPS).

Supply Chain Vigilance:

Tier 1 and Tier 2 suppliers undergo mandatory social risk assessments and unannounced audits of accommodations and work sites.

Grievance Governance:

We provide multilingual, confidential whistleblowing channels with a formal non-retaliation policy for all staff and subcontractors.

Targeted Training:

Mandatory "Spot the Signs" programmes for site management to identify and intercept potential labour exploitation.

Diversity, Equity & Inclusion

Equal opportunity, every day

We promote diversity, equity, and inclusion (DE&I) as integral components of our people strategy and organisational culture.

The Group is committed to creating a workplace where all employees, regardless of nationality, gender, age, or background, have equal opportunities for growth, recognition, and contribution.

DE&I initiatives include inclusive hiring practices, cultural awareness programmes, leadership development for underrepresented groups, and regular monitoring of workforce diversity metrics to track progress and drive accountability.

Diversity targets are tracked through structured KPI monitoring.

DE&I Performance Indicator	2025 Performance	2024 Performance	Insight
Employees Trained on Diversity & Inclusion	100%	100%	Strong inclusion awareness across the workforce
Women in the Workforce	10%	10%	Baseline established with growth focus
Women in Top Management	13.8%	10%	Improvement in inclusive leadership
Discrimination / Harassment Incidents	0	0	Zero-tolerance culture maintained

Learning, Development & Workforce Capability

Investing in the people who deliver excellence

Berkeley invests in continuous learning and development to enhance employee skills, support career progression, and maintain high standards of service delivery.

The Group's training framework includes technical skills development, HSE training, leadership programmes, digital learning platforms, and role-specific certifications aligned with operational requirements.

Learning and development data, including training hours per employee and programme completion rates, are tracked and reported as part of the Group's social performance metrics. Training KPIs are monitored through the ESG scorecard framework.

Learning & Development Indicator	2025 Performance	2024 Performance	Insight
Average Training Hours per Employee	31 hrs	15 hrs	Significant increase in capability development
Employees Receiving Skills Training	90%	80%	Expanded workforce skill coverage
Employees Receiving Performance Reviews	100%	100%	Strong performance and career management system
Internal Promotions	45	28	Growth in internal career progression

Employee Engagement & Culture

A workforce that is heard, valued and motivated

Employee engagement is a strategic priority for Berkeley, recognised as essential to workforce retention, productivity, and service excellence.

The Group conducts regular engagement surveys, feedback sessions, and communication initiatives to understand employee sentiment, address concerns, and foster a culture of openness and collaboration.

Engagement outcomes inform management actions across areas, including workplace conditions, recognition programmes, career development, and wellbeing support, contributing to a positive and motivated workforce.

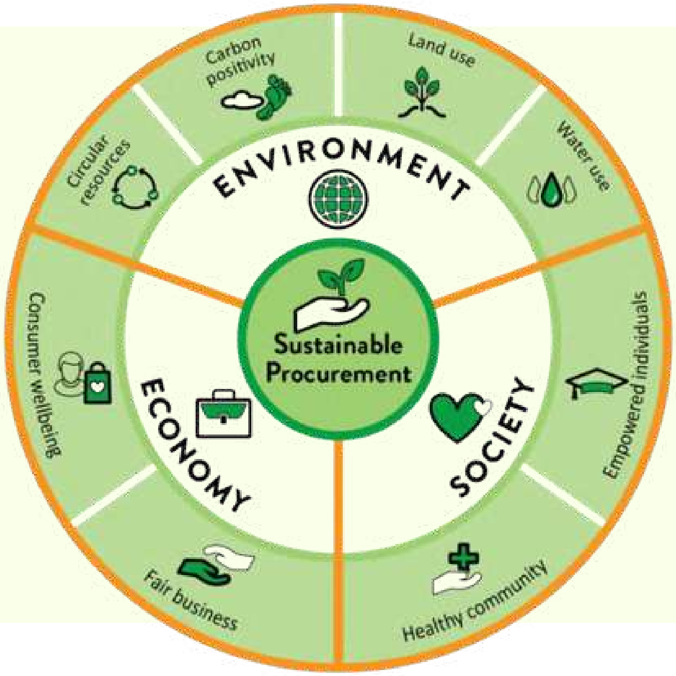
Supply Chain & Procurement

CHAPTER /07

Sustainable Procurement & Responsible Sourcing

Berkeley integrates sustainability criteria into its procurement processes to minimise environmental and social risks within its supply chain. Sustainable procurement practices include evaluating suppliers on ESG performance, prioritising environmentally responsible products and services, supporting local procurement, and promoting ethical sourcing standards.

The Group's approach to procurement aligns with its broader ESG strategy and supports the UAE's national objectives for responsible consumption and sustainable economic development.



Supplier Code of Conduct & ESG Compliance

Our Supplier Code of Conduct establishes clear expectations for ethical behaviour, environmental responsibility, and social compliance across the Group's supply chain.
The Code requires suppliers and contractors to adhere to standards covering labour rights, health and safety, environmental management, anti-corruption, and data privacy, consistent with Berkeley's own policies and values.

Compliance with the Supplier Code of Conduct is monitored through assessments, audits, and ongoing engagement, with corrective actions taken where non-conformances are identified. Supply chain ESG risks are tracked through supplier risk KPIs.

Decarbonising the Value Chain & Sustainable Procurement

Responsibility that runs through every supplier relationship

GHG-Based Procurement & Supplier Engagement

We are integrating GHG considerations into procurement and supply chain decision-making, supporting the UAE Net Zero 2050 initiative. Preference is given to suppliers demonstrating lower GHG emissions intensity, energy-efficient products, and environmentally certified materials. Supplier selection incorporates ESG performance, sustainability disclosures, and carbon reduction commitments (including CDP-aligned reporting where available). Procurement processes include comparative evaluation of low-carbon alternatives to minimise lifecycle emissions.

Ongoing supplier engagement ensures alignment with Berkeley's Supplier Code of Conduct and ESG expectations, promoting continuous improvement in emissions reduction.

Reduction of Travel & Transportation Emissions

Targeted actions are implemented to reduce emissions associated with business travel, workforce mobility, and service delivery operations.

Adoption of virtual collaboration tools to minimise unnecessary business travel.

Promotion of sustainable commuting practices, including public transport, carpooling, and flexible/remote work arrangements.

Contractor Performance & ESG Alignment

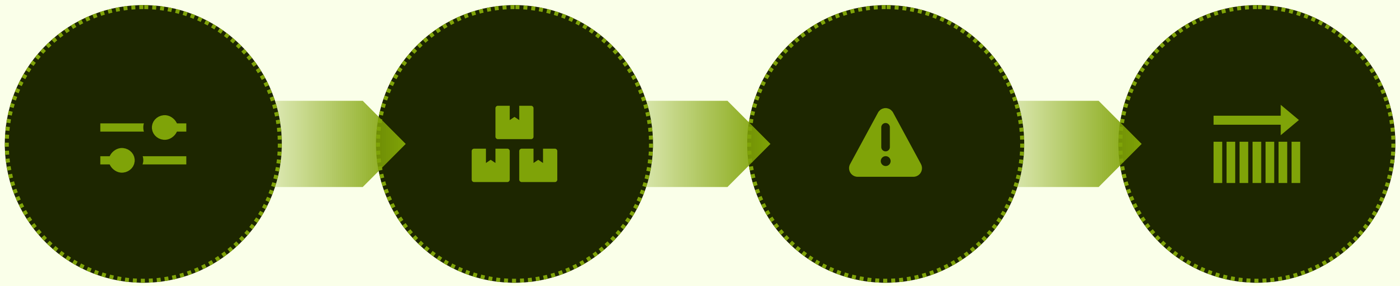
Built on active management, not passive assumption

Berkeley proactively identifies and manages risks within its supply chain to protect operational continuity, service quality, and ESG performance.

Supply chain risk management includes due diligence on new suppliers, ongoing performance monitoring, assessment of ESG-related risks, including labour practices and environmental compliance, and contingency planning for critical supply dependencies.

A structured risk assessment process enables the Group to address vulnerabilities, diversify supply sources where appropriate, and ensure alignment with regulatory and contractual requirements.

Supply Chain Risk Management



STEP 1
Establishing the proper governance for the process

STEP 2
Identifying who our critical suppliers are

STEP 3
Assessing risk at our critical suppliers

STEP 4
Mitigating risk from our critical suppliers

Contractor Performance & Client Sustainability Support

Partnering for performance and sustainability

Contractor Performance

We monitor and evaluate contractor performance to ensure alignment with the Group's quality, safety, and sustainability standards. Performance management includes regular assessments against defined key performance indicators (KPIs), safety compliance checks, and feedback mechanisms to support continuous improvement. Contractors who consistently meet or exceed performance expectations are recognised, while underperformance triggers corrective action plans and, where necessary, contract review or termination.

Client Sustainability Support

We partner with our clients to deliver tailored sustainability solutions that address their specific environmental and social objectives. Client support services include energy auditing and optimisation, waste reduction planning, water efficiency assessments, ESG data reporting, and advisory on green building certifications and regulatory compliance. By embedding sustainability into every client engagement, Berkeley reinforces its role as a strategic partner in driving operational efficiency and long-term environmental performance.

Community & Stakeholders

CHAPTER /08

Client Satisfaction & Long-Term Value Creation

Measured by how clients experience us

Client satisfaction and retention are key measures of Berkeley's service excellence and value creation.

The Group tracks client satisfaction through structured feedback mechanisms, service level agreement (SLA) performance reviews, and regular account management interactions, enabling continuous improvement and responsiveness to client needs.

Customer feedback analysis reflects consistently high service quality, with approximately 98% of responses rated 'Good and above' and no 'Poor' ratings recorded across any category.

High client retention rates further demonstrate the strength of Berkeley's relationships, the reliability of its service delivery, and its ability to adapt to evolving client expectations and sustainability requirements.

Division	Average Rating
Cleaning Services	4.8 / 5
Technical and MEP	4.6 / 5
Security Services	4.5 / 5
Laundry Services	4.3 / 5

Corporate Social Responsibility & Community Impact

Creating impact beyond the buildings we manage

Berkeley maintains an active corporate social responsibility (CSR) programme that supports community development, social welfare, and environmental awareness initiatives. The Group encourages employee volunteering and participation in community events, charitable contributions, and partnerships with local organisations to create meaningful environmental and social impact.

Notable CSR activities include support for the Asian Youth Para Games, environmental clean-up campaigns, recyclable waste drives, native tree plantings, educational initiatives, and health awareness programmes that reflect Berkeley's commitment to responsible corporate citizenship.

In 2025, Berkeley strengthened its commitment to responsible corporate citizenship by delivering 14 CSR programmes and contributing over 530 employee volunteer hours, supporting community development, environmental awareness, and social impact initiatives across the UAE.

Partnerships for sustainable impact

We actively engage in partnerships with industry bodies, government entities, non-profit organisations, and community groups to amplify our social and environmental impact. Through collaborations such as membership of the Emirates Environmental Group (EEG), participation in industry forums, and engagement with local municipalities, the Group contributes to knowledge sharing, capacity building, and sustainability advocacy.

These partnerships strengthen Berkeley's connection to the communities it serves and support the UAE's broader goals for inclusive and sustainable development.

Ethics, Governance & Strategy

CHAPTER /09

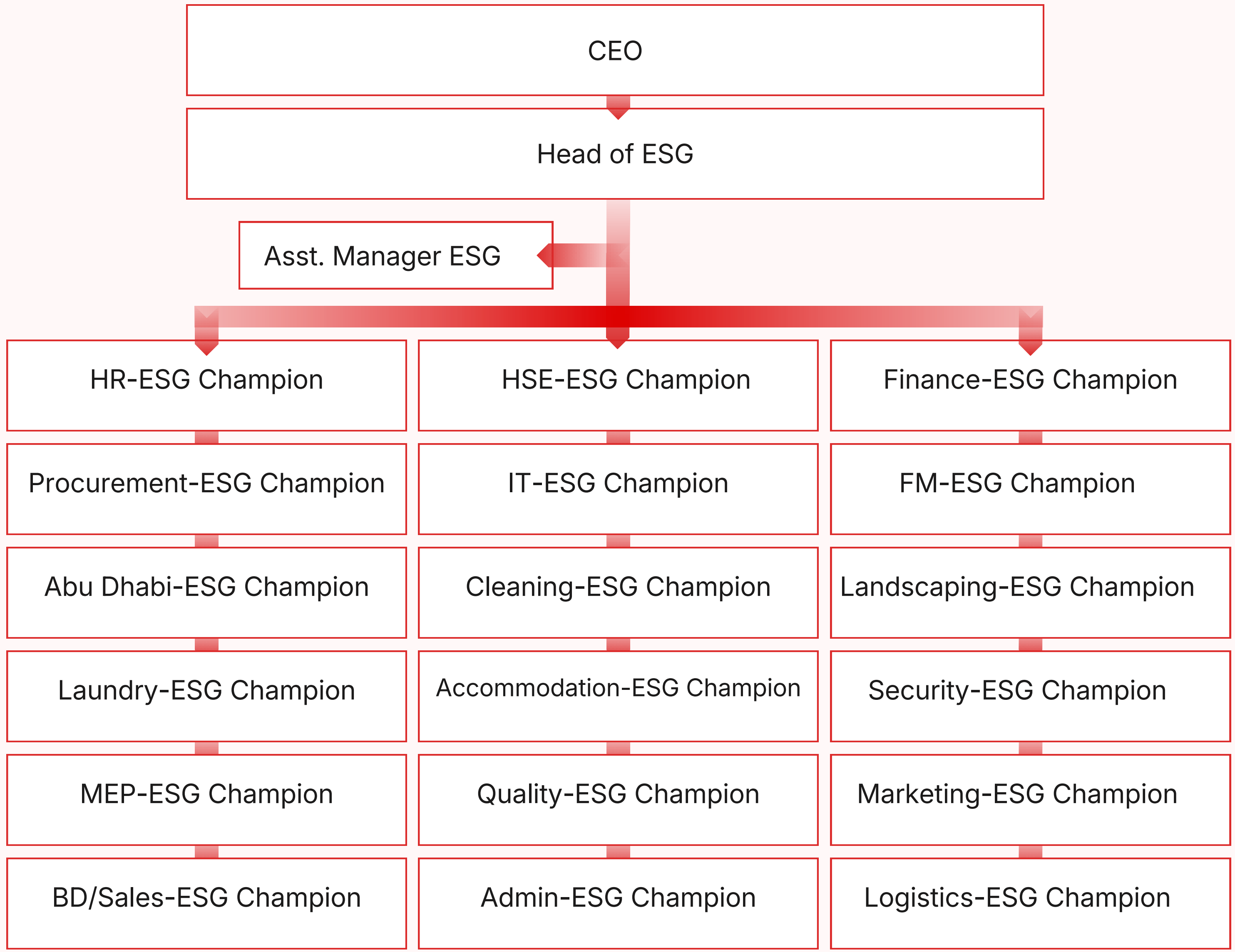
ESG Governance & Operational Deployment

Sustainability owned at every level

Our sustainability strategy is translated into absolute action by dedicated Division ESG Champions embedded within 100% of our business units, with our Head of ESG reporting directly to the CEO.

This governance structure ensures top-down strategic oversight while fostering localised ownership, transforming corporate policy into measurable compliance across every operational footprint.

ESG Organisation Chart



Business Ethics, Integrity & Anti-Corruption

Values that guide every decision

Compliance is monitored through internal controls, audits, and reporting mechanisms, ensuring that ethical standards are upheld across all business activities and relationships. Ethics KPIs, including training completion and incident tracking, are monitored centrally.

We are committed to the highest standards of business ethics and maintain a zero-tolerance approach to corruption, bribery, fraud, and unethical business conduct. The Group's ethics framework includes a Code of Conduct, anti-corruption policies, conflict of interest procedures, and mandatory ethics training for employees and relevant third parties.

Compliance

We maintain a comprehensive compliance management framework to ensure adherence to applicable laws, regulations, industry standards, and internal policies across all areas of operation.

The compliance programme encompasses regulatory monitoring, policy management, training and awareness, and periodic assessments to identify and address compliance risks.

The Group is committed to maintaining full compliance with UAE labour law, environmental regulations, health and safety requirements, data protection standards, and all other applicable legal obligations.

Apprenticeship Programme: Talent Development & Education Support

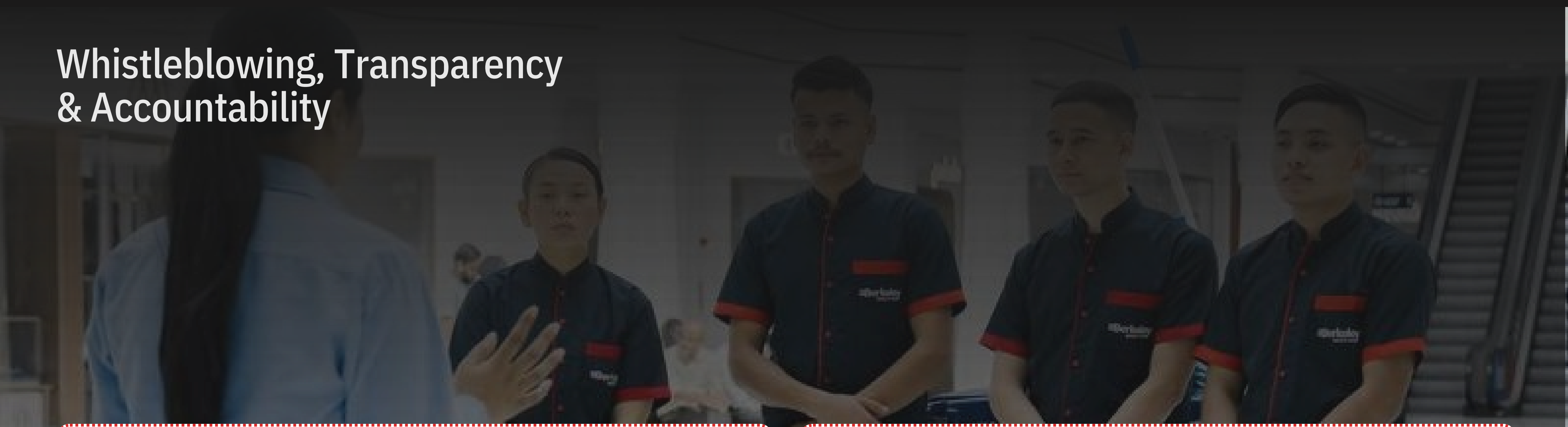
Creating Pathways for Future Sustainability Leaders

At Berkeley, investing in people extends beyond our current workforce to the next generation of professionals who will shape a more sustainable future. Over the past three years, our apprenticeship and internship initiatives have provided meaningful learning opportunities to university students from diverse academic and international backgrounds.

Our journey began in 2023 with the onboarding of **Kyna Peguero**, an International Facility Management student from Breda University of Applied Sciences, who gained practical exposure to the facilities management sector within a dynamic operational environment. In 2024, we welcomed **Gowtham Aji**, an international business student, whose internship experience combined business strategy, sustainability, and operational learning. Building on this foundation, 2025 marked the participation of **Mr. Jayagopal Jayachandran**, who completed an ESG-focused internship, contributing directly to sustainability initiatives while gaining hands-on experience in the application of ESG principles within a corporate setting.

This progression reflects Berkeley's continued commitment to supporting education, developing future talent, and creating pathways for young professionals to gain practical experience in sustainability and responsible business practices. Through these initiatives, we contribute to building the capabilities and leadership required for a more sustainable future.

Whistleblowing, Transparency & Accountability



The confidence to speak up

Berkeley provides secure and confidential whistleblowing channels to enable employees, contractors, and other stakeholders to report concerns related to unethical behaviour, misconduct, or violations of company policy.

The whistleblowing policy ensures protection against retaliation for good-faith reporting and outlines clear procedures for the investigation, escalation, and resolution of reported matters.

All reports are treated with strict confidentiality, investigated promptly, and addressed through appropriate corrective actions, reinforcing a culture of integrity and accountability.

Financial Performance

Berkeley Services Group delivered stable financial performance during the reporting period, underpinned by strong operational execution, client retention, and disciplined cost management.

Revenue and profitability outcomes reflect the Group's continued focus on service excellence, contract growth, and operational efficiency across its UAE operations.

Financial performance is reported in alignment with applicable accounting standards and supports the Group's reinvestment in people, technology, and sustainability initiatives.

Economic Value Creation

Invested in the UAE's economic future

We make a significant contribution to the local economy through job creation, workforce development, procurement from local suppliers, and investment in community infrastructure.

The Group's operations support thousands of direct and indirect jobs within the UAE, with a focus on nationalisation, skills development, and inclusive economic participation.

Local procurement practices further amplify Berkeley's economic impact by supporting small and medium enterprises (SMEs) and contributing to the diversification and resilience of the UAE economy.

Tax Transparency

Berkeley is committed to tax transparency and responsible tax practices, ensuring full compliance with all applicable tax laws and regulations in the UAE.

The Group's approach to taxation is guided by principles of integrity, accuracy, and timely disclosure, with appropriate governance and controls in place to manage tax obligations.

Tax-related disclosures in this report support stakeholder understanding of the Group's fiscal contribution and reinforce its commitment to transparent and accountable business practices.

Net Zero Strategy & Science-Based Commitments

We are committed to the UAE's Net Zero by 2050 Strategic Initiative.

Our decarbonisation strategy is built on the principle of "Mitigation First," prioritising absolute emissions reductions over offsetting to ensure long-term operational resilience and climate leadership within the UAE Facilities Management sector.

1. **Science-Based Targets (SBTi):** We are aligning our decarbonisation trajectory with the 1.5°C pathway.
2. **Target Submission:** Formal submission for SBTi validation by Q4 2026.
3. **2030 Interim Goal:** A 30% absolute reduction in Scope 1 & 2 emissions (2024 base year).
4. **Transparency:** Expanding Scope 3 coverage beyond the current categories.
5. **Fleet Decarbonisation:** Transitioning to hybrid vehicles and AI-optimised routing to cut Scope 1 fuel use.
6. **Energy:** Implementing ISO 50001-aligned systems to reduce Scope 2 indirect emissions.
7. **Supply Chain:** Integrating ESG criteria into procurement to mitigate Scope 3 impacts.
8. **Governance & Reporting Framework:** Reporting strictly follows the GHG Protocol Corporate Standard.
9. **Assurance:** Annual ESG disclosures will undergo third-party assurance.
10. **Oversight:** Managed by the Executive ESG Committee with quarterly performance reviews.

Message from the CEO

Looking ahead with purpose

At Berkeley Services UAE LLC, sustainability is not a parallel agenda. It is fundamental to how we create long-term value, manage risk, and position ourselves for the future. Over the past year, we have taken meaningful steps to embed ESG into the core of our strategy and operations, shifting deliberately from compliance-driven initiatives to a more integrated, performance-led approach. This approach aligns sustainability with business resilience, innovation, and growth.

Our focus is not only on reducing environmental impact, but on fundamentally transforming how we operate. At the same time, our approach to social responsibility is rooted in creating shared value, supporting the communities in which we operate, fostering inclusive growth, and building partnerships that extend our impact beyond the boundaries of our business. Strong governance underpins all of this: transparency, accountability, and ethical conduct are embedded in every decision we make.

As we look ahead, our priorities are clear: to deepen ESG integration across all functions, strengthen our ability to measure and report impact, and accelerate progress towards our long-term commitments. This journey would not be possible without the dedication of our people and the continued trust of our partners and stakeholders. Together, we are building a more resilient, responsible, and future-ready Berkeley.

Karl-Heinz Otto Mair

Chief Executive Officer, Berkeley Services Group

Reference & Appendix

ESG Framework reference index

ESG Area	GRI Standards Reference	UNGC Principles	SDGs	Location in Report
Organisational Profile & Business Activities	GRI 2-1, 2-6	Principle 10	SDG 8, SDG 9	Page 11
ESG Strategy & Leadership Commitment	GRI 2-22	Principles 1–10	SDG 13, SDG 17	Page 5–8
Governance & Ethics	GRI 2-13, 2-26	Principle 10 (Anti-Corruption)	SDG 16	Page 22, 57
Stakeholder Engagement	GRI 2-29	Principles 1–6	SDG 17	Page 23
Materiality Assessment	GRI 3-1, 3-2	Principles 1–10	SDG 12, SDG 13	Page 24–25
Energy Management	GRI 302	Principles 7–9	SDG 7, SDG 13	Page 33
GHG Emissions & Climate Action	GRI 305	Principles 7–9	SDG 13	Page 30–32

ESG Area	GRI Standards Reference	UNGC Principles	SDGs	Location in Report
Water Stewardship	GRI 303	Principles 7–9	SDG 6	Page 34
Waste & Circular Economy	GRI 306	Principles 7–9	SDG 12	Page 35
Health & Safety	GRI 403	Principles 1–2	SDG 3, SDG 8	Page 42
Human Rights & Worker Welfare	GRI 408, 409	Principles 1–6	SDG 8, SDG 16	Page 43
Diversity, Equity & Inclusion	GRI 405	Principles 1–6	SDG 5, SDG 10	Page 44
Training & Development	GRI 404	Principles 1–6	SDG 4	Page 45
Sustainable Procurement	GRI 308, 414	Principles 1–10	SDG 12, SDG 13	Page 48–51
Community & CSR	GRI 413	Principles 1–10	SDG 11, SDG 17	Page 53–54

Glossary of Terms & Definitions

Key terms used in this report

Term	Definition
ESG	Environmental, Social, and Governance – a framework for evaluating an organisation's performance and impact across sustainability, social responsibility, and ethical governance.
IFM	Integrated Facilities Management – a holistic approach to managing all facility services under a single provider to optimise efficiency and performance.
GHG	Greenhouse Gas – gases that trap heat in the atmosphere, including CO_2, methane, and nitrous oxide, contributing to climate change.
GRI	Global Reporting Initiative – an international standards organisation providing the most widely used sustainability reporting framework.
SBTi	Science-Based Targets initiative – a partnership that drives ambitious climate action by enabling companies to set science-based emissions reduction targets.
UNGC	United Nations Global Compact – a voluntary initiative for businesses committed to implementing universal sustainability principles in human rights, labour, environment, and anti-corruption.
SDGs	Sustainable Development Goals – 17 global goals adopted by the United Nations as a universal call to action to end poverty, protect the planet, and ensure prosperity by 2030.

Term	Definition
ISO 50001	An international standard for energy management systems, providing a framework for organisations to improve energy performance and reduce consumption.
EcoVadis	A sustainability rating platform that assesses companies on environmental impact, labour practices, ethics, and sustainable procurement.
Scope 1 Emissions	Direct GHG emissions from sources owned or controlled by the organisation, such as company vehicles and on-site fuel combustion.
Scope 2 Emissions	Indirect GHG emissions from the generation of purchased electricity, steam, heating, or cooling consumed by the organisation.
Scope 3 Emissions	All other indirect emissions in the value chain, including supply chain, business travel, employee commuting, and waste disposal.
LTIFR	Lost Time Injury Frequency Rate – a safety metric measuring the number of lost-time injuries per a specified number of hours worked.
HSE	Health, Safety, and Environment – a discipline and management framework ensuring workplace safety, employee health, and environmental protection.
DE&I	Diversity, Equity, and Inclusion – organisational practices and policies that promote representation, fairness, and belonging for all employees.
Net Zero	Achieving a balance between the amount of greenhouse gases produced and removed from the atmosphere, resulting in no net increase in emissions.

Term	Definition
Carbon Intensity	A measure of GHG emissions relative to a unit of activity, revenue, or output, used to track efficiency improvements over time.
WPS	Wage Protection System – a UAE government initiative that ensures timely and full payment of employee wages through electronic salary transfers.
Double Materiality	An assessment approach considering both how sustainability issues affect the organisation (financial materiality) and how the organisation impacts society and the environment (impact materiality).
IoT	Internet of Things – a network of connected devices and sensors that collect and exchange data, enabling real-time monitoring and smart operations.
CSR	Corporate Social Responsibility – a business model in which companies integrate social and environmental concerns into their operations and stakeholder interactions.
SLA	Service Level Agreement – a formal contract defining expected service standards, performance metrics, and responsibilities between a provider and client.
KPI	Key Performance Indicator – a measurable value used to evaluate how effectively an organisation is achieving its key business and sustainability objectives.

Step into a Sustainable Partnership with Berkeley

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