

EMAAR COMMUNITY MANAGEMENT

Energy Policy

Emaar Community Management provides Community and Owners Association Management Services including administrative, technical, and customer service operations. Its corporate approach is to manage the usage of energy both from its own business activities and moreover from the wider communities which it manages. Therefore, Emaar Community Management will:

- commit to ensure that its communities and other affected parties shall benefit from the continual improvement of energy usage
- commit to ensure that both administrative and operational staff are provided with the necessary resources and information to be able to achieve the objective in all its planned master communities within the boundaries of Emaar Community Management
- commit to comply with all applicable legal and other requirements
- develop, maintain and continually improve performance in the above areas by complying with best practices
- ensure that use of energy and its administration is conducive to analysis in order to achieve efficient review and thereby target savings
- establish and sustain awareness among its employees, contractors, suppliers and communities of the positive effects of acting in a manner which promotes the use of energy efficient products and services as well as holistically designing energy efficiency into all practices.

Environmental Policy

Emaar Community Management provides Community and Owners Association Management Services including administrative, technical, and customer service operations. In line with our vision, we are committed to the protection and preservation of the environment by reducing the environmental impacts arising from our business activities. Therefore, Emaar Community Management will:

- commit to ensure that its residents and other affected parties shall experience the least environmental effects from its activities
- commit to minimise the depletion of local and global natural resources through optimum use, recovery, re-use, and recycling of materials and energy
- commit to the prevention of pollution
- commit to comply with applicable compliance obligations
- ensure frequent communication with interested parties and stakeholders
- commit to establish, manage and regularly review environmental objectives
- commit to continually improve the environmental management system to enhance environmental performance

Quality Policy

Emaar Community Management provides Community and Owners' Association Management Services including administrative, technical and customer service operations. In pursuit of business excellence in all aspects, we commit to:

- customer satisfaction at all times, based on world class service delivery, ethical business practices, and ensuring quality lifestyle through well managed communities
- continual improvement in all aspects of business, through employee well-being, involvement, participation, teamwork, and career growth
- stakeholders' confidence through conformance to the statutory rules and regulations, and Quality Management Systems based on international quality standards
- promote efficiencies for environmental sustainability and use of energy

Health & Safety Policy

Emaar Community Management (ECM) is committed to providing a safe and healthy work place for its employees, service providers, and a safe and healthy living environment for residents and visitors. ECM's corporate approach is to manage occupational health and safety risks that may arise while carrying out its business activities. Therefore, Emaar Community Management will:

- commit to eliminate or minimise the hazards that cause accidents, injury and ill-health
- commit to comply with applicable legal and other requirements
- commit to develop, maintain and continually improve Occupational Health & Safety management and performance by complying with best practices
- commit to establish, manage and regularly review Occupational Health & Safety objectives for the organisation
- ensure frequent communication with contractors, customers, residents, legislative bodies and shareholders
- commit to prevent accidental loss through good management in combination with active employee and community involvement; this will be implemented by making safety the direct responsibility of all managers, supervisors, employees, contractors and community residents
- maintain safe and healthy working conditions by providing and maintaining plant, equipment and machinery in line with best safety practices, whilst ensuring safe use and storage of chemical substances in the community
- review and revise the policy as applicable at regular intervals and communicate the policy to all interested parties



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