



2020

Sustainability Report 2020





About Deyaar

Established in 2002 with a paid-up capital of AED 18,38 million, Deyaar has grown exponentially over the past decade to become one of the leading real estate development companies in the region with a capital of AED 5,78 billion after the initial public offering in May 2007.

Deyaar provides its services in six main sectors: real estate development, property management, facilities management, community management, hospitality, and asset management. Deyaar's real estate projects extend within the most prestigious areas of Dubai such as Business Bay, Dubai Marina, Al Barsha, Dubai International Financial Centre, Jumeirah Lake Towers, Dubai Production City, Dubai Silicon Oasis, Al Barsha South, and Al Barsha Heights.

Real Estate Development Sector

Over the past years, Deyaar has been keen to launch qualitative projects in Dubai, which have witnessed a great turnout from investors. During the past two years, Deyaar handed Afnan District in its most prominent projects, the Midtown project, located within Dubai Production City, and a few months later it handed over Dania District in the same project. Last year, Deyaar launched Noor District, which is the third phase of the project, and took a proactive step to start construction operations for the third and fourth phases at the same time. This year, Deyaar delivered the Bella Rose project in Dubai Science Park.

Real Estate Services Sector

Through Deyaar Property Management, Deyaar manages more than 14,000 units on behalf of owners in various emirates, from residential and commercial units to warehouses and workers' accommodation. Deyaar continues to expand its portfolio of projects by focusing on clients from government and private institutions and multi-property owners.

Through Deyaar Facility Management, Deyaar continues to expand its activities from providing maintenance services to security, cleaning, and finishing services. Moreover, Deyaar operates in all emirates of the country and has many annual

contracts with many government and private institutions.

Deyaar also provides management services for freehold owners associations through Deyaar Community Management, and currently manages more than 30 projects from different regions.

Real Estate Rental Sector

Deyaar owns a range of properties available for rent, including several residential units in different projects, in addition to many retail stores in the projects under development, as well as offices with different spaces available for rent, and this sector generates sustainable revenues on an annual basis.

Hospitality sector

Deyaar owns three projects in the hospitality sector, comprising nearly 1,000 hotel units. We have contracted with the international company (Millennium) to manage these projects, which have been gradually opened since 2018. Within this sector, Deyaar focuses on the hotel apartments sector and long-term contracts to ensure sustainable revenue generation.

This sector was affected during the past year due to the Covid-19 pandemic, and with the gradual recovery of the sector, this sector is set to contribute to supporting the Company's revenues in the medium and long term.

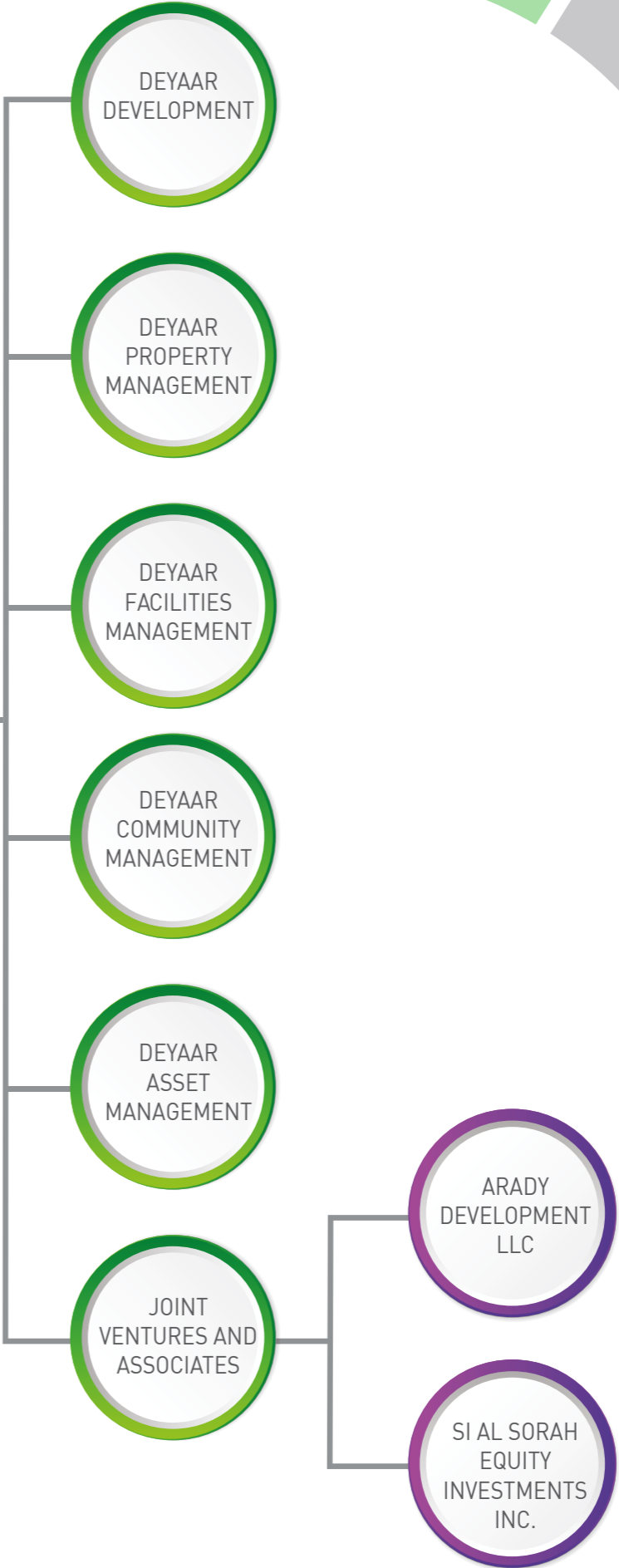




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Sustainability drives our work and lays the foundation for our future

The environmental, economic, and societal crises that the world has witnessed in recent decades have generated a growing awareness that the consumer lifestyle from which the development model emerged during that period is no longer acceptable, as the crises of unemployment, depression and pollution have prompted thinkers to search for a sustainable development model that works to achieve harmony between development goals on the one hand, and protection of the environment and community on the other.

Based on that, and through its vigorous follow-up of these variables; Deyaar has recognized that its continued success and excellence requires making sustainability an essential part of its practices. Therefore, Deyaar has moved towards integrating the environmental, social, and economic dimensions of sustainability into its core strategy. For quite some time now, Deyaar has focused its efforts towards developing sustainable practices in its business by taking confident steps in following the latest global trends in integrating environmentally friendly technologies and materials in the construction process; to reduce the carbon footprint of buildings, and be informed of the latest global developments in "green" real estate development projects, in addition to playing an effective role that enhances its

social responsibility within the framework of sustainability that it has set, which is based on the triad of community, environment, and economy.

This comes in light of the Covid-19 pandemic that swept the world and contributed to accelerating the steps of sustainability, and drawing attention towards the expansion of the establishment of sustainable urban communities that would be a haven that combines housing and work, advanced tourism, health, educational, medical and recreational services, food security, renewable energy sources, and self-sufficiency in most aspects of life in one place. Deyaar has responded to these changes and accompanied them through its construction projects and the strengthening of its social responsibility, consolidating its values and principles in upgrading the community, maintaining a clean and safe environment, and achieving economically sustainable added value.

In this context, Deyaar today puts in your hands its first report on sustainability 2020, steered by the "Guide to Reporting Corporate Governance, Social and Environmental Responsibility" issued by the Dubai Financial Market, which is in line with the UAE's national vision regarding the sustainable development goals, which are included in the United Nations 2030 Agenda.

Sustainability Strategy

Our Vision

To be known as a trusted, integrated real-estate Partner, creating value for stakeholders, society and the economy.

Our Mission

To create an urban environment that meets the high standards set by the nation's leaders, with a diverse portfolio of quality real estate developments and differentiated services, a return on investment for stakeholders and value for customers, whilst providing the tools to our employees to realize their potential.

CORE VALUES

- Our identity is shaped by our values and we are driven by them
- Ethical and transparent.
 - Enterprising and agile.
 - Trustworthy and reliable.
 - Quality and Value conscious.
 - Committed to the transformation of the UAE under our leadership.

The Most Prominent Activities in 2020

Deyaar launched several community contributions and initiatives in 2020; through which it was keen to advance its role in the field of sustainability, most notably its participation with Dubai Cares as part of Mohammed bin Rashid Al Maktoum Global Initiative in the annual "Education Walk"; continuing its contribution to building schools by building a school in Malawi, after it had completed schools in Senegal and Nepal in previous years.

Deyaar switched to using digital documents to reduce printing operations and reduce paper consumption and contribute to the recycling of documents, newspapers, and magazines. Deyaar employees also participated in the virtual smart life session held by the Dubai Electricity and Water Authority as part of its "Smart Life" campaign, which provides space for customers Self-monitoring of household consumption.

In response to the COVID-19 pandemic, Deyaar implemented a range of awareness campaigns for employees and residents and conducted various training programs to educate and enhance their knowledge of COVID-19 prevention, in addition to organizing blood donation campaigns at the Company's headquarters, residential, commercial and hotel projects.

In 2020, Deyaar also maintained a 10% Emiratisation rate, and took the necessary measures to improve gender diversification, with female representation reaching 10% of the total number of board members.

Concerning Deyaar projects, the Company has completed the delivery of the second phase of the Midtown Project, which is one of its most important projects, and launched the third phase of the project, which provides a unique living experience with green spaces and playgrounds for sports.

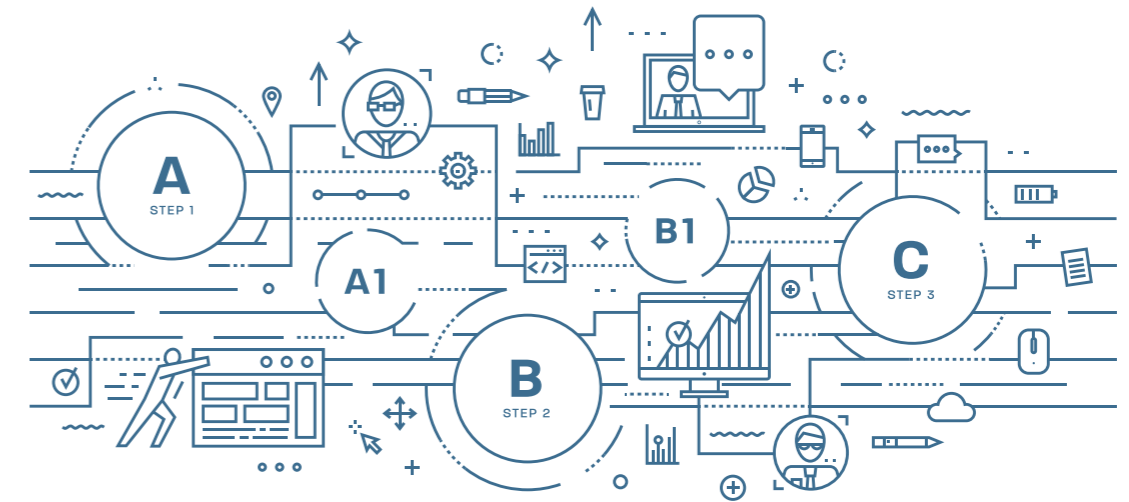
Midtown Project

Midtown is one of Deyaar's most prominent projects, and it won the "Best Real Estate Project" award in the "Accessible Residential Projects" category at the 2018 Gulf Real Estate Awards. The Midtown project is located in the promising township of Dubai Production City near Sheikh Mohammed bin Zayed Road. It consists of six areas consisting of 24 buildings, with a built-up area of about five million square feet, and the project includes more than 2,000 housing units. The first and second phases of the project were delivered during the past two years: Afnan and Dania, bringing the total number of units delivered to more than 1,200 housing units with a distinguished standard of living, through carefully designed homes, green spaces, playgrounds, and many facilities, services and entertainment.

Last year, Deyaar launched the Noor District, which is the third phase, while taking a proactive step by starting the construction operations of the third and fourth phases at the same time; This means adding 11 new buildings, including more than 800 housing units. Options are being studied to develop the remaining districts in the project's master plan. The complex bears the footprint of Deyaar, where the experience of construction and development meets the architectural craft, and it includes several distinct sections:

- Residential buildings.
- A range of carefully selected amenities and services.
- Collection of shops and restaurants.
- Green spaces.





Integrated Management System Policy

Deyaar Community Administration's Integrated Management Policy Statement has been developed to define how it should be provided to support the overall objectives and to organize the arrangements for managing the quality, health, safety, and environmental aspects of its operations.

Deyaar Community Management is committed to ensuring that all of its activities are carried out with the aim of:

- Meeting the owners' requirements on time and obtaining their satisfaction.
- Eliminate risks and prevent injuries and ill health for all persons under its control and all who may be affected by its operations.
- Pollution prevention and environmental protection.

These policies apply to all persons working in or under the supervision of Deyaar Community Management, or any other party affected by the nature of the Company's business. Besides, Deyaar Community Management is committed to the following:

1. Ensuring that all of its activities are supported by appropriate and sufficient materials; Under the requirements of the contract document that governs local and international standards, the laws of the Real Estate Regulatory Agency (RERA), and other legal requirements and the Company's quality, health, safety, and environment management system.
2. Providing and developing a clear structure with specific responsibilities; to support risk assessment, consult with and encourage the participation of its employees at all levels.
3. Carrying out activities in a planned manner and striving to be a reference for quality, health, safety and environmental standards.
4. Developing and maintaining the quality, health, safety, and environment management system for Deyaar Community Management by setting goals and measuring performance to ensure continuous improvement in management and performance.
5. Preserving the health, safety, and welfare of the people working under its control, and providing a safe environment as possible without risks to health or causing damage to the environment.
6. Conducting the Company's affairs in a manner that

ensures, as far as possible, from a scientific point of view, that persons other than its employees are not exposed to risks to health and safety, and that a clean, natural environment free of pollutants is maintained.

7. Ensuring that the contractors involved to carry out their tasks are informed of the relevant standards required, and are monitored to ensure compliance.
8. Conducting investigations into accidents and cases of non-compliance to identify the root causes; To enable appropriate and effective corrective action to be taken.
9. Conducting regular inspections and reviews with the assistance of the management team to monitor compliance with quality, safety, and environmental standards, and ensuring that control measures are implemented effectively.
10. Ensuring that the management team uses the findings from Deyaar Community Management's internal audits to effectively achieve overall improvements in performance.

This policy is periodically reviewed for suitability and must be followed by all Deyaar Community Management employees.

International awards and specifications

As a result of its continuous endeavor to consolidate the best international standards and specifications in its practices; Deyaar Group, through its subsidiaries, obtained several international ISO certificates, where both Deyaar Community Management and Property Management received two certificates:

- ISO 9001:2015 Quality Management System.
- ISO 45001:2018 Occupational Safety and Health Management System.



Deyaar Community Management Company has also obtained the certificate of:

- ISO 14001:2015 Environmental Management System.
- In addition, Deyaar Property Management obtained two certificates:
- ISO 55001:2014 Asset Management System.
 - ISO 10002:2018 The International Standard for Complaints Handling and Increasing Customer Satisfaction.

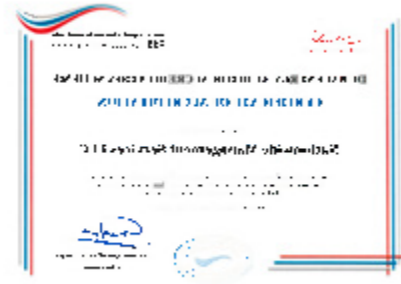
In the same context; As part of the Innovation in Construction and Facilities Management Awards 2020, Deyaar Facilities Management has won two awards:

- Best technology and innovation in facilities management.
- Best asset management company.



Nationwide Management Services LLC has also obtained two accreditations from the Regulatory & Supervisory Bureau, the regulator of Dubai's water and electricity sector:

- The Accreditation of Dubai Energy Auditors Program.
- The Accreditation of Dubai Program for Energy Management Companies.

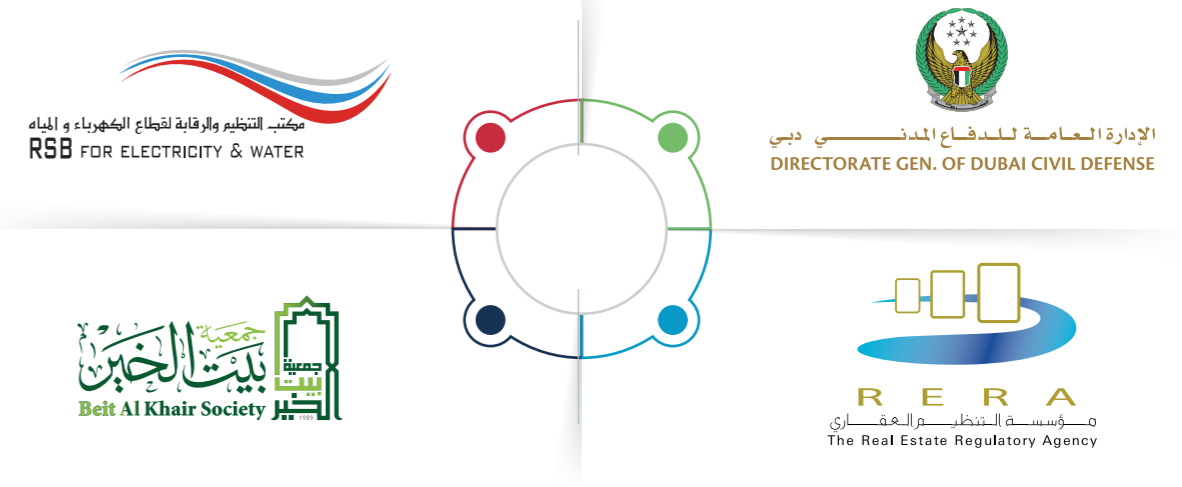


Certificates of Appreciation for Social Responsibility Programs

Over the past years, Deyaar has continued its active role in the field of social responsibility by cooperating with the public sector to support the local community and create economic opportunities to create a stimulating environment for

sustainable investments, in response to the government visions aimed at promoting the development of local communities, which qualified it to obtain a set of certificates of appreciation from government agencies and non-profit organizations.

Certification bodies for social responsibility programs (CSR):



Sustainability Framework

Deyaar is committed to social responsibility standards, ensuring that its business conducts ethically, while taking into account the social, economic and environmental impacts. Deyaar seizes every opportunity to advocate for social issues, raise people's quality of life, and support community

initiatives; Through close cooperation with specialized organizations that work to improve the lives of individuals and communities.

The sustainability framework is based on three main components:





7. Clean and affordable energy



In the context of investing in the shift towards clean renewable energies, Deyaar is pursuing the latest technologies to reduce energy consumption, knowing that we have been awarded the Energy Star award for many buildings, and some of our projects have been given a high rating in the degree of energy savings according to the Social Responsibility Program (RSB).

8. Decent work and economic growth



We are committed to all that protect the rights of workers, preserves their safety, and provides decent work opportunities through promotion, development, and training that will advance economic growth towards progress and prosperity.

9. Industry, innovation, and infrastructure



We constantly aim to encourage innovation, develop infrastructure, and follow international standards in managing our business, as we have obtained a set of ISO certificates related to quality, health, occupational safety, environment, and customer satisfaction.

11. Sustainable Cities and Communities



Through our communities, we seek to create a sustainable local environment that maintains a clean environment, uses resources efficiently and effectively, environmentally friendly materials, and invests in public facilities to generate income that benefits residents.

12. Responsible consumption and production



We monitor our consumption of all resources effectively, and we monitor changes by making comparisons to discover the positive results of the Company's practices in all of its work, avoid the negative results of operations, and look for ways to overcome them. The Company has achieved savings in energy consumption in the field of community management over three million dirhams during 2020 only; As per the fees received from Dubai Electricity and Water Authority (DEWA).

13. Climate action



Through comprehensive environmental management of water, energy, and waste; Deyaar continues its responsible role in climate action, by reducing the use of paper by digitizing its work, using recycled paper, encouraging the use of bicycles in its communities by equipping its parking lots, setting cooling sensors to 24 degrees Celsius, and controlling cooling systems according to the building load, as well as the separation of nutrition from uninhabited buildings, and many procedures and practices in addition to the participation in environmental events such as "Earth Day" to reduce carbon emissions.

17. Partnerships to achieve the goals



We are strengthening our partnerships with relevant organizations in local communities; to participate in the service and support of the community to reach the improvement of all aspects of life on the planet.

3. Good health and well-being



We place the provision of a safe and healthy work environment at the forefront of our priorities, and organize health education campaigns for our employees, in addition to conducting blood donation campaigns, conducting laboratory tests, raising awareness of breast cancer, and many activities aimed at preserving the health of the community.

5. Gender equality



We are committed to policies that support diversity and empower women in all businesses and sectors through equal rights and duties and encourage them to participate in all administrative levels.

4. Good education



We work to support education for our employees and our community, as we encourage our employees to develop their skills and complete their education, and we support the education of community members who have learning difficulties and need special educational programs. In addition, our contributions to support education have exceeded the borders of the state by establishing schools in developing countries when we started it years ago by building schools in Nepal, Senegal, and Malawi.

6. Clean water and public health



We continue to strive to preserve the main resource of life, water, and we have achieved good savings by following many measures such as refining, reusing, and using the latest technologies to reduce water consumption and provide clean water for employees, residents, and guests as well as the community.

Sustainable Development
Goals
According to the
United Nations
2030 Agenda

The Community



Effective measures to manage occupational health and safety

Deyaar's Occupational Health and Safety Department closely monitors all accidents within its communities, ensures that they are investigated for root causes, recommends effective control measures, and provides support and training to each community individually through emergency response plans, in addition to conducting many related activities to health and safety, including:

- Conducting periodic health, safety, and environmental inspections in the communities.
- Ensuring the training of work teams, and inform them of

the requirements of health, safety, and environment.

- Implement HSE policies and procedures, i.e. work permit system, and safety management procedures for contractors to ensure that contractors' activities do not cause any harm to any of the residents.
- Monitor all activities performed by all contractors (including implementation contractors) on the project, such as cleaning facades using Rope Access, and ensure that these activities are carried out safely following relevant international standards.

Supporting communities through income-generating programs

Through Deyaar Community Management, Deyaar has worked to establish income-generating programs that generated additional annual revenues of more than one million dirhams in all communities; By sharing the investment

revenues of public service facilities such as gymnasium, vending machines, advertisements and flyers, digital media, broadcasting news, information and advertisements inside elevators, towers for Etisalat/Du.

Hospitality Sector Initiatives

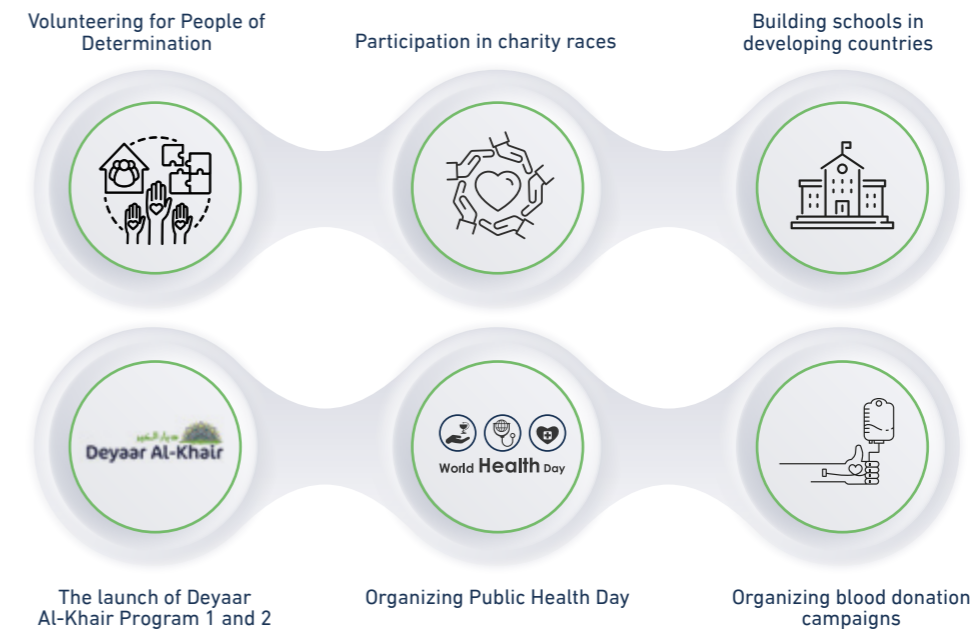
The hospitality sector in Deyaar operates within the Company's plan to continuously support community issues and initiatives aimed at upgrading the segments of society through sponsorship programs and blood donation campaigns. The hospitality sector is committed to Deyaar's sustainability plan; In the field of society, it focused on more than thirty-five initiatives, including health and entertainment initiatives and training courses, and it varied

between managing blood donation campaigns and first aid training, in addition to training on precautionary measures about Covid-19, security and safety training, breast cancer awareness, and holding parties, birthdays, entertainment activities for employees, and surprising the guests by celebrating their special occasions and has launched the Best Employee Award in its endeavor to create a spirit of competition in the work environment.

Deyaar's Community Footprint

Deyaar has implemented several initiatives in the community field over the past years, most notably Participation in the Standard Chartered Marathon in 2016 and 2017, volunteering with Rashid Center for People of Determination, and holding public health events that

include periodic check-ups such as monitoring blood sugar, conducting body mass index checks and organizing events as part of Dubai Reading Year 2016, in addition to Deyaar Al-Khair Program for maintenance of homes for needy families for two consecutive years in 2017 and 2018.



Deyaar Blood Donation Campaigns

Deyaar organizes blood donation campaigns annually in cooperation with the Dubai Blood Donation Center of the Health Authority, where several campaigns were organized during 2020 in the headquarters and a selection of the Company's buildings.



International Women's Day

Deyaar pays great attention to supporting and empowering women to play their leading role in community service, as it organizes an annual entertaining event for the Company's female employees to celebrate International Women's Day.



Our social responsibility surpasses boundaries

Believing in its social responsibility and commitment to sustainable development goals, Deyaar has signed an agreement with Dubai Cares to build schools in several developing countries to make a real difference in the lives of hundreds of families within those communities by improving the level of education and breaking the cycle of illiteracy that is increasing generation after generation, as Deyaar left a positive and influential footprint in these communities through its projects.



Building a school in Malawi

The project started in September 2020 in cooperation with the engineering partner (Build On) in implementing and supervising the provision of materials and skilled labor, with the participation of members of the local community in Kasowa with a total of 755 volunteer workdays to help in building the school to serve the



children and the community, and as a result of these efforts, 263 children are receiving today their education at the new school, and the work will continue with the community and partners in the local Ministry of Education to include additional grade levels and classrooms as needed.

Building a school in Senegal

The school building in the village of Kapaye Keur Ndiaga in Senegal has been completed on December ,9 2017; where residents participated in 1,159 volunteer workdays in building the school for their children. The importance of the project is that the new school saved the children the trouble of walking several kilometers every day to reach the nearest school.



Our belief in societal sustainability drives us towards building more partnerships

Deyaar realizes the importance of community participation and is working on that by strengthening partnerships with relevant organizations in local communities to

participate in community service and support to achieve improvement in all aspects of life, through its partnership with many parties:

Autism Trust Foundation

Deyaar contributed to providing treatment and support for children with disabilities or delayed development, in compliance with its responsibility towards society. The care included speech therapy, applied behavior analysis, and other types of services based on the needs of the child and family, as this care and follow-up had a positive impact on the ability of children to learn new skills and overcome challenges.



The first edition of Deyaar Al-Khair 2017

Within the framework of the strategic plans for the social responsibility initiatives launched by the Company in line with the "Year of Giving" initiative, Deyaar announced its charitable initiative " Deyaar Al-Khair 1" by signing two memoranda of understanding with Beit Al Khair Society and Dar Al Ber Society. The Company, through its subsidiary "Deyaar Facilities Management", provided home maintenance services to several needy families across the UAE, and the costs of the first edition of "Deyaar Al-Khair" initiative were estimated at 500,000 dirhams.



The second edition of Deyaar Al-Khair 2018

The launch of the "Deyaar Al-Khair 2" initiative came within the framework of the Company's programs to enhance social responsibility aimed at supporting the "Year of Zayed" initiative, where Deyaar renewed its partnership with Beit Al Khair Society and Dar Al Ber Society. In turn, Deyaar Facilities Management, a subsidiary of Deyaar Development, carried out maintenance operations for the homes of several needy families, with the participation of specialized teams from the Company and volunteer employees.

Supportive Policies for Employees

Deyaar adopts policies that are committed to providing a safe and positive work environment that contributes to retaining and supporting distinguished employees through:

- Organizing training courses aimed at personal development.
- Carrying out team-building activities.
- Providing diverse career opportunities.
- Providing promotion opportunities.

Deyaar also seeks in its activities to enhance safety management in the workplace to preserve the health of employees. Internal policies are based on clearly informing employees of information, urging them to deal with it transparently, and encouraging them to participate in service activities that contribute to supporting the community; To ensure better working conditions for construction workers

including the implementation of strict safety guidelines. Despite all the circumstances and challenges faced by the world and the business sector, in particular, Deyaar was able to maintain a job turnover rate of 16,18% in 2020, a year like no other.

Developing the careers of citizens

Deyaar is keen to provide suitable job opportunities for UAE nationals to hone their skills and develop their practical experience and is looking forward to providing an appropriate work environment full of incentives to encourage creativity and development. On the occasion of achieving Emiratisation targets in the real estate sector for 2020, Deyaar received a certificate of thanks and appreciation from the Securities and Commodities Authority. In the same context, Deyaar continues to support its Emirati employees to continue their educational attainment and strive to develop their careers.

Investing in the training of the employees

Despite the restrictions imposed by the COVID-19 pandemic; Deyaar has worked on continuing its approach to developing its employees, taking into account all precautionary measures, and providing safe conditions during the imposed

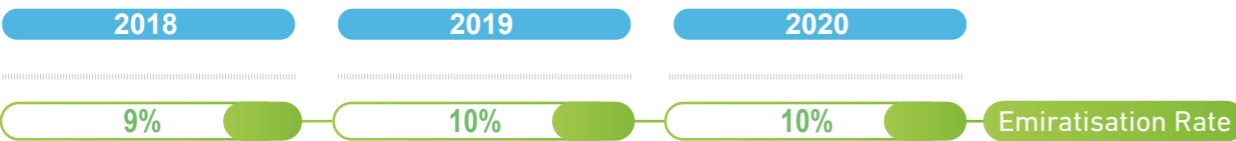
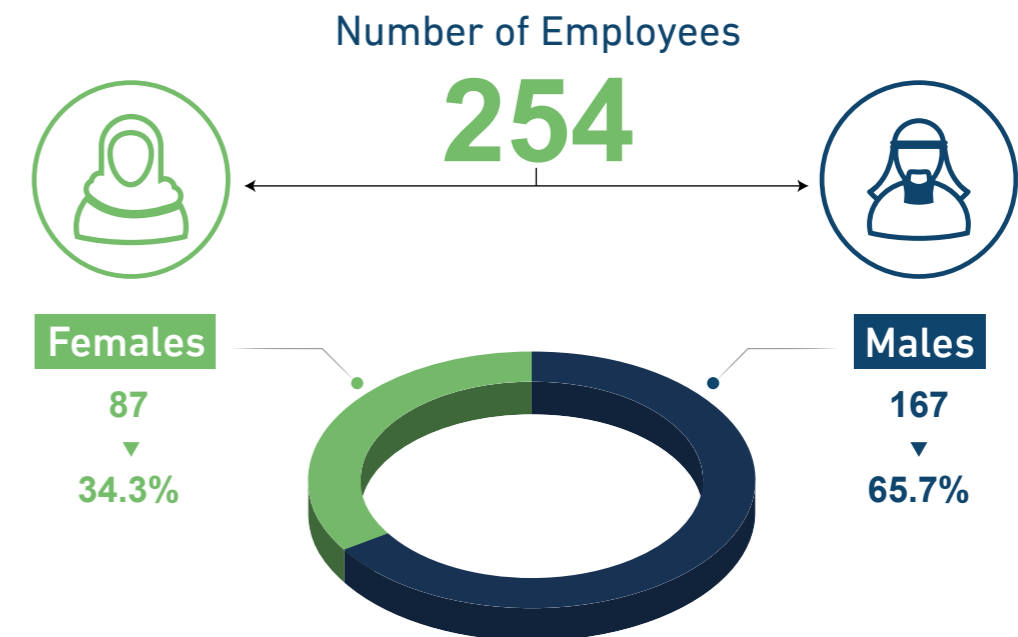
exceptional circumstances. Five training sessions were held with the Dubai Real Estate Institute, in addition to conducting a set of specialized training courses to raise the skills of employees in several areas:

Specialization	Number of Employees
Basics of Community Management	21
Facilities Management	11
Communication	12
Governance	2
Financial Management	3

Empowering women and supporting diversity

As part of its policies, Deyaar is committed to maintaining diversity and gender equality in all workplaces, supporting all efforts for women's participation, empowering and

encouraging them to exercise all tasks and to run for all positions and committees, including the Board of Directors. According to the statistics for the year 2020, the rates of gender diversity were as follows:



The Environment

Regulated Environmental Performance

Deyaar believes in its social responsibility towards the environment and works to reduce the environmental impact of its business and operations with an environmental footprint by taking a set of measures that include recycling and disposal of waste safely, regulating the efficient use of materials and resources, and moving towards

environmentally friendly materials.

Deyaar also continuously publishes its activities through the Company's annual reports and electronic channels and also communicates with relevant government authorities and regulatory bodies to contribute to achieving the sustainable development goals that the UAE is committed to.

Automation of internal processes and monitoring of energy consumption Steps towards a paperless transition

Deyaar has implemented a variety of environmental initiatives over the past years, as it moved from paper bills to electronic bills, and automated internal processes; Such as requisitions and purchase orders, scanning of all documents and storing

them digitally, and printing documents when necessary only and on both sides, which allowed savings in paper resources, as the percentage of quantitative savings for paper used reached 8,4% in 2020 compared to 2019. Below we review the details of paper consumption for 2019-2020:

	Quantity		Cost (AED)	
	Uncolored Pages	Colored Pages	Uncolored Pages (AED)	Colored Pages (AED)
2019	2,102,894.00	527,269.00	70,063.82	93,195.57
	Total		Total (AED)	
	2,630,163		163,259.39	
2020	1,896,026.00	512,539.00	63,625.18	91,974.35
	Total		Total (AED)	
	2,408,565		155,599.53	
	Total Quantitative Savings		Total Financial Savings	
	8.4%		4.7%	

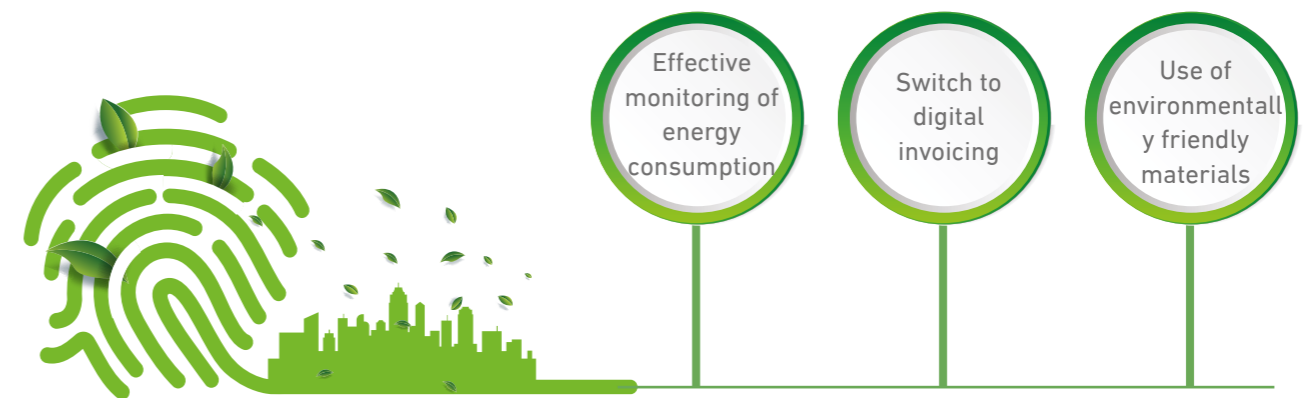


Energy Saving

In the previous years, Deyaar received the UAE Energy Star Award for several buildings. Deyaar works to monitor energy consumption in the buildings it manages through several measures; Such as switching to LED energy-saving lamps, relying on daylight instead of electric lights, switching off lights, computers, and monitors at the end of working hours, effective monitoring of heating, ventilation and air conditioning operations, and maintaining specified cooling temperatures within 24 - 25 degrees Celsius.

Within this framework, Deyaar continues to provide best industry practices to reduce consumption charges; such as installing refiners, installing low frequency efficient hybrid VFD controls for motors, implementing strategic BMS controls; To provide optimum care for buildings and other resources throughout their life cycle, and carry out scheduled preventive maintenance and monthly inspections of everything related to health, safety, and environment.

Deyaar Ecological Footprint



Hospitality Sector Initiatives

In its initiatives in the hospitality sector, Deyaar took into account the use of environmentally friendly materials to reduce the environmental impacts resulting from its operations, as it worked to integrate bus gathering places to reduce the carbon footprint, and was keen to use environmentally friendly chemicals in all hotels,

as well as put measures to reduce printing operations through digitization personal files and the use of electronic notification of guests, in addition to waste management and recycling, monitoring energy consumption daily, and other initiatives and actions that support the principles of environmental sustainability.

Enhancing environmental sustainability standards

Comprehensive environmental management of water, energy and waste

Deyaar Group, through the management of communities and buildings, continues to promote environmental sustainability practices and procedures, and considering that environmental management is linked to policies, rules, standards, procedures, and implementation mechanisms; The Company seeks to achieve comprehensive management of water, energy, and waste through the following actions:

- Ensuring that the electricity and water supply from DEWA is stopped in uninhabited buildings.
- Adjusting the timing of irrigation pumps in winter.
- Controlling the cooling systems according to the load of the building.
- Controlling the lighting of corridors and parking lots.
- Setting the temperature sensor in the common facilities to 24 degrees Celsius.
- Installing covers for temperature sensors in common facilities to avoid misuse.
- Activating the building access control system, and reducing the excessive use of elevators by visitors and contractors.
- Calibrating the operation of the Fresh Air Handling Unit (FAHU) according to the occupancy rate in the building.
- Updating the building management system software.
- Installing bicycle parking spaces in the parking lots and halls.
- Shifting from paper reports to digital reports.
- Recycling and sorting of waste.

Conserving the resources

Deyaar Community Management adopts a series of audits and evaluations of the resources consumed in its operations to enhance sustainability rates by utilizing the expertise of specialists in energy and resource management.

Deyaar has also adopted a method of work that contributes to the efficient and effective use of resources of all kinds, through which it has succeeded in making qualitative leaps

in terms of energy efficiency in the field of community management, achieving savings of more than three million dirhams during 2020, according to fees received from the Dubai Electricity and Water Authority (DEWA):

Building	Actual Savings in 2020 (AED)
THE CITADEL	539,581
THE BURLINGTON	657,705
THE METROPOLIS	24,992
51@ Business Tower	-30,008
Oxford Tower	125,575
Coral Residence	-92,302
Jade Residence	-70,694
Ruby Residence	48,112
Sapphire Residence	41,192
Oakwood Residency	51,433
Hamilton Residency	37,158
Clayton Residency	8,706
Fairview Residency	191,525
Mayfair Tower	109,701
Mayfair Residency	40,169
AL SEEF 2 TOWER	296,343
Central Park (Principal Body Corporate)	1,270,545
Central Park (Residential Body Corporate)	60,198

3,309,932
Total Savings Value (AED)



The same applies to the cooling water used by Deyaar Community Management, which has achieved savings amounting to nearly one and a half million dirhams:

Building	Actual Savings in 2020 (AED)
THE CITADEL	434,933
THE BURLINGTON	137,082
THE METROPOLIS	-43,825
51@ Business Tower	-30,951
Oxford Tower	70,231
Hamilton Residency	355,729
Clayton Residency	137,512
Fairview Residency	13,706
Mayfair Tower	-32,515
Mayfair Residency	21,063
AL SEEF 2 TOWER	264,617
Central Park (Residential Body Corporate)	46,772

1,374,352
Total Savings Value (AED)



Deyaar is strengthening its efforts to raise energy and resource management standards in the various sectors in which it operates; Based on the exercise of its social responsibility to preserve and use resources in the highest efficiency and effectiveness.

Earth Hour Initiative 2020

Deyaar participated in the "Earth Hour" initiative in 2020, an annual global event organized by the World Wide Fund for Nature; During which individuals, communities, homeowners, and businesses are encouraged to switch off lights and non-essential electronic devices for one hour.



EARTH HOUR

Energy Saving
3,200 KWH

Shared Buildings
25

CO2 Emissions Reduction
2,300 Kg

Minutes
60






Economy

The most prominent financial indicators

The Group's revenues for the year ended of December 31, 2020, amounted to about AED 413 million, compared to the same period in 2019 which amounted to about AED 604 million. Due to the impact of the global pandemic, which directly affected the real estate, hospitality, and tourism sector, the group recorded a decrease in the value and fair value adjustments of its assets that led to a net loss of AED 216,9 million, while in 2019 the Group achieved a net profit of about AED 72 million. Noting that the Group recorded profits before fair value adjustments and impairment losses amounting to AED 24,5 million for the year ended

December 31, 2020, compared to AED 46,4 million for the same period in 2019.

The Group aims to provide comprehensive and long-term solutions that enhance the value of real estate investments, to meet the various risks that it may be exposed to, such as financial risks, market risks, including currency risks, cash flows, and interest rate risks, in addition to credit risks and liquidity risks. The Group's comprehensive risk management program focuses on the unpredictability of the financial markets and seeks to minimize potential negative effects on the Group's financial performance.

Statement	2020 (Million AED)
 Revenues	412.9
 Total Assets	5,585.2
 Total Equity (Net Assets)	4,312.0
 Cash and Bank Balances	375.3
 Issued Capital	5,778.0

Deyaar Economic Footprint



Reduce costs and improve production efficiency

Social responsibility activities that focus on sustainability issues aim to help companies reduce costs and improve production efficiency. For this purpose, Deyaar works to save energy, safely organize the waste disposal process, and control maintenance and operation processes, which directly affects the Company's profitability. Other factors affect profitability indirectly and are related to social responsibility, such as building long-term relationships with customers, employees, investors, and suppliers, and promoting a culture of sustainability, where a strong sustainable environment attracts and retains distinguished employees, as providing

safe working conditions leads to increased employee satisfaction. And his loyalty is directly reflected in the productivity and profitability of the Company and leads to improving its reputation and strengthening its brand, which is reflected in the growth of sales and the increase in the number of customers.

Within this framework, Deyaar launched a social responsibility policy, which includes allocating a separate budget for social responsibility activities that fall within the scope of its goals, and includes all actual expenses, including contributions to projects or programs related to sustainability activities.

Hospitality Sector Initiatives

The hospitality sector in Deyaar has launched more than twenty initiatives within the commitments of economic sustainability, which focused on saving energy through the use of the Building Management System (BMS), reducing the

use of paper, and using recycled paper to achieve profitable savings, in addition to reducing food waste by the use of vacuum packaging, water-saving program, and direct booking opportunities for guests to avoid third party commission.



Responding to the COVID-19 pandemic

Deyaar Property Development has followed up and complied with the developments received from the official concerned authorities regarding the Covid_19, and has worked to form internal team to follow up and take all preventive measures to limit the spread of the disease, and has placed the health and safety of customers and its employees among its top priorities. The following is a list of the most important preventive measures taken by the Company:

- Raising awareness of the Covid-19 virus, and ways to prevent it.
- Issuing the policy of travel restrictions and short working hours for mothers and its updates.
- Continuous sterilization operations for the main office of the Company and its subsidiaries.
- Issuing the remote work policy and its amendments, and providing technical capabilities for employees, which included 70% of them.
- Forming a crisis management committee, and issuing a manual for its work.
- Issuing prevention strategy and sharing it with relevant parties.
- Training and sensitization of all personnel involved in facilities management on procedures.
- Sending awareness messages to all customers in Deyaar Owners Association Management.
- Staff Questions and Answers are prepared to answer customer inquiries.
- An electronic project delivery procedures manual has been prepared.
- Installing hand sanitizing units in all projects and company offices.
- Reducing the visits of tenants to the Company's branches; By providing the service of reaching them to renew their contracts without the need to visit the branch.
- Exempting tenants whose contracts expire during March and April from contract delay fees and penalties.
- Reducing working hours in property management branches to become from 8 am to 2 pm.

It is worth noting that all procedures are under follow-up and update according to the developments and instructions issued by the concerned authorities daily.

Governance

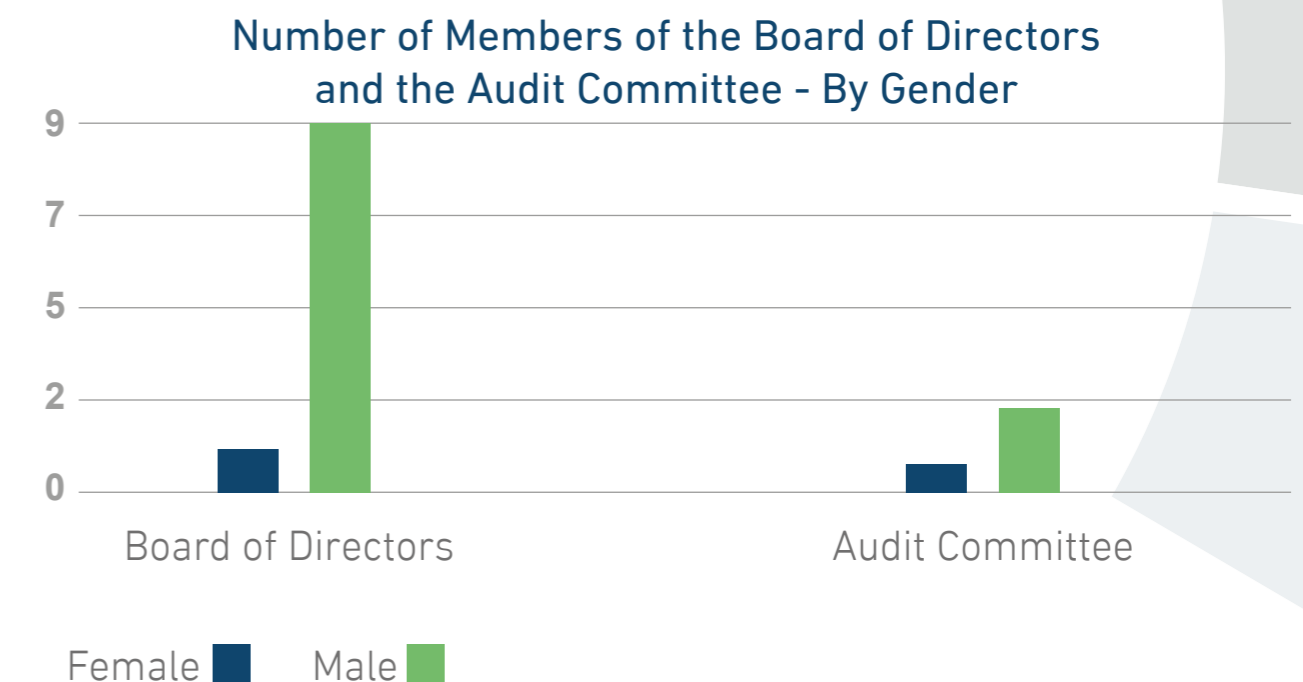
Deyaar Development's (PJSC) system defines the framework within which it should operate as a public joint-stock company. The Board of Directors believes in the importance of applying the highest standards of governance to develop the Company's performance, protect the rights of shareholders and stakeholders, and achieve sustainable growth in the financial markets. The Board of Directors and Executive Management are also working to consolidate the governance system, which is one of the main pillars of Deyaar's prosperity. The Company's governance frameworks and procedures are committed to applying the principles and standards set by the Dubai Financial Market and the Securities and Commodities Authority, to define the company's policy, commitments, and aspirations.

Board of Directors Structure

The company's articles of association provide that the board of directors shall consist of nine members, and one-third of the members of the board must consist of independent board members, and accordingly, the board of directors consists of four independent members and five non-independent members, classified as non-executive (independent) or non-executive (non-independent); according to the definition of each category by the Authority, provided that the Chairman of the Board and the majority of the members are citizens of the United Arab Emirates.

Women's Representation

The average percentage of women's representation in the Company is 10% of the total number of Board members. The Company has taken the necessary measures to take into account gender diversification and implemented this in its policy in the elections held in April 2019, where it opened the door for candidacy for women for Board membership, to all those who meet the legal requirements, as two female candidates applied for membership in the Board, and one of them was elected, in addition to her membership in the Board, she is a member of the Company's Audit Committee.

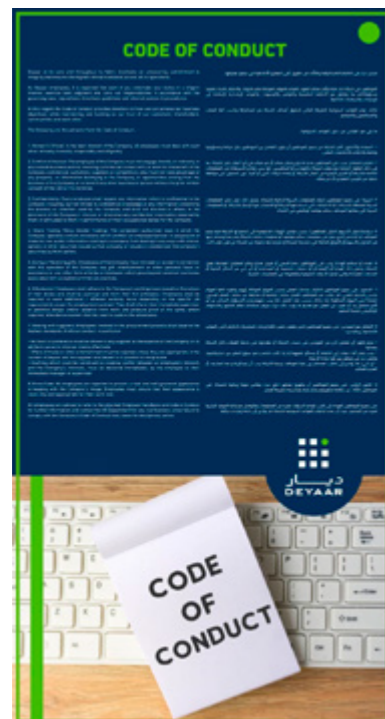


Professional Rules for Suppliers

Deyaar undertakes a set of procedures to ensure that all suppliers comply with professional rules by setting all rules and behaviors within the registration form that must be signed by suppliers and service providers during the registration process, in addition to signing agreements that guarantee the rights of all parties.

Ethics and Anti-Corruption

Deyaar is keen to adhere to integrity and emphasizes the application of the highest ethical standards in all its operations through the Code of Conduct for employees that defines the regulations, laws, directives, and guidelines they must abide by, in addition to internal procedures and policies. The Company has a clear and comprehensive guide to behavior that is provided to all employees and shall be signed when they join the Company's work team. Among the most prominent it focuses on are the following; Dealing with employees openly, responsibly, and honestly, avoiding benefiting from the Company's information, respecting confidential information and not disclosing it, not accepting gifts by virtue of the operations related to the Company's work, adhering to the highest ethical standards while dealing with suppliers, and appearing in a decent appearance that reflects the positive image of the Company.



Data Protection

The Company is committed to the highest standards of data protection and provides the necessary technical infrastructure through the Company's information technology department.

Audit and Internal Control

The Company reviews all internal procedures and processes and identifies and reduces risks periodically through the departments of risk management, compliance, and internal auditing.

The Audit Committee reviews the Company's financial and accounting policies and procedures and sets and implements the contracting policy with the external auditor. The internal auditing system is an integrated system that imposes administrative procedures, conditions, and laws and monitors their practical application through the Company's performance, where the internal auditing Department assumes its responsibility following the requirements of governance and the international standards issued by the Institute of Internal Auditors, by ensuring the effectiveness of the internal auditing and control systems and the procedures applied to monitor operations that are appropriately designed to be implemented in an effective manner in the Company.

Anti-Fraud

Deyaar is committed to maintaining an environment of fairness, ethics, and honesty, as the Company has developed a clear and comprehensive anti-corruption guideline and malpractice reporting policy that ensures protection for all.

There is also a fraud hotline that is monitored by the Fraud Audit Department of the Internal Control Department under the supervision of the Audit Committee to enhance awareness regarding the prevention and detection of any fraudulent or irregular activity. Deyaar employees and anyone who deals with Deyaar can report suspected violations related to Deyaar's resources.

Such suspected offenses may include financial irregularities, misuse of organization assets, or any fraudulent, dishonest, or unlawful conduct that is prejudicial to the interests of the Company, and such conduct can include outright theft (of assets or cash), fraudulent expense reports, and misrepresentations of any employee's accounts or Deyaar's internal or external auditors, or even a conflict of interest that may lead to financial harm or tarnish the public reputation of Deyaar.

Deyaar respects the individual's right to remain anonymous when reporting fraud, knowing that it protects anyone working in Deyaar who reports suspected fraud, but in return, it will not be tolerated with employees found to make malicious allegations and Deyaar asserts that they will be subject to strict disciplinary action.



Our Future Vision

Deyaar looks to the future with great ambition, based on its ability to manage the risks of real estate development while continuing to generate cash flow in the current operating environment in line with the current conditions.

Despite the negative impact of the Covid-19 pandemic on many economic sectors, the real estate market still retains its strength and solid foundations, which confirms the pivotal role of the real estate sector in achieving the economic leadership of the Emirate of Dubai in the future, and bodes well after the recovery from the pandemic and the return of economic life to normal, which will be accompanied by continued growth in the real estate sector in line with Deyaar's expectations and ambitions for leadership and excellence.

With its strong will, Deyaar has been able to achieve success

in its urban projects; It continues to strengthen its position as a reliable partner capable of providing real estate services, achieving additional value for its partners, and enhancing its presence in the field of sustainable development through the aspects of society, environment, and economy.

By adhering to its values of flexibility, reliability, and quality, which contributed to the formation of its identity; Deyaar will move strongly towards achieving its goals by making Dubai the number one real estate destination in the world, ensuring the comfort of its customers and maintaining their confidence through more innovation in developing the best smart solutions that are in line with the sustainable development goals in the least amount of time and costs, and within the best international standards and specifications.