



SUSTAINABILITY REPORT 2020

CHAMPIONING
SUSTAINABLE
DEVELOPMENT



AD PORTS GROUP

SUSTAINABILITY REPORT



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Late Sheikh Zayed bin Sultan Al Nahyan
Founder of the United Arab Emirates

“No matter how many buildings, foundations, schools and hospitals we raise, all these are material entities. The real spirit behind the progress is the human spirit, the able man with his intellect and capabilities.”



HH Sheikh Khalifa bin Zayed Al Nahyan
President of the United Arab Emirates



HH Sheikh Mohammed bin Zayed Al Nahyan

Crown Prince of Abu Dhabi

Deputy Supreme Commander of the UAE Armed Forces



H. E. Falah Mohammad Al Ahbabi
Chairman

CHAIRMAN'S STATEMENT

It is with immense pleasure that I present AD Ports Group's Sustainability Report 2020.

This latest report clearly demonstrates how significantly we are progressing our overall strategy. We are proud of being a successful, growing business and of the important contributions we make not only to Abu Dhabi's society but also to the broader world of maritime trade and logistics.

At a time of global uncertainty and upheaval — the COVID-19 era — we believe AD Ports must continue to seek solutions and create opportunities to ensure that the UAE continues contributing to the United Nations' Sustainable Development Goals (SDGs) by advancing clean energy, sustainable economic growth, healthy ecosystems, and increased resource efficiencies well into the future.

From the outset of the pandemic, AD Ports proved resilient and agile, swiftly enacting measures to protect citizens and commerce locally and globally.

Under the direction of our wise leadership, we initiated a robust series of business continuity procedures to enable the flow of trade and return life to normal as soon as possible.

Together with these efforts, we have also deployed our full arsenal of capabilities to advance the global vaccination effort via the HOPE Consortium to help bring about the end of the global health emergency.

Over 12 months, our group has continued to grow and achieve new benchmarks of excellence. Through mergers and acquisitions, as well as infrastructural development, our revenues and capacity have continued to expand and surpass expectations.

“In 2020, we set out and achieved spectacular accomplishments with respect to sustainability by reducing waste and energy intensity as well as broadening our efforts at recycling and adapting sustainable practices across our operations.”

As a result, a growing number of respected international organisations and bodies have taken notice of what we have achieved in the field of sustainability by awarding AD Ports with a raft of accolades and accreditations.

We can take great pride in our record of delivering benefits to all communities in which we operate and making a positive contribution to meeting the aspirations of a diverse range of stakeholders.

I would like to take this opportunity to also thank our partners and customers for their ongoing efforts and outstanding contributions throughout the last year. By working in harmony, we should be confident of exceeding expectations, overcoming the biggest challenges, and reaching even greater heights in 2021.

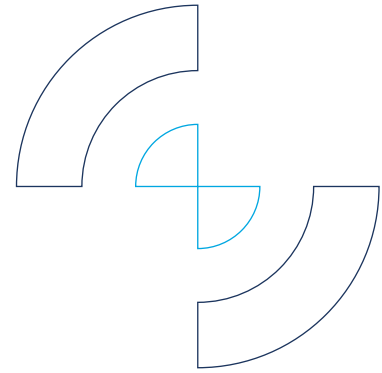
GROUP CEO'S STATEMENT



Mohamed Juma Al Shamisi
Group CEO



“Our commitment to sustainable development remains undeterred as we made immense progress in 2020 despite global challenges.”



In 2020 and continuing into 2021, the COVID-19 pandemic placed enormous challenges on the global maritime trade and logistics community.

“Throughout this time, AD Ports has been, and continues to be, focused on achieving its overarching goals while paying special attention to protecting the welfare and lives of our customers and employees.”

In the 15 years since AD Ports’ founding, our sustainability journey has continued to make solid progress. Across our organisation, our approach has led to a series of accomplishments of which there is much to be proud of.

Over the course of the pandemic, our resilience and adaptability, and commitment towards maintaining the highest international sustainability standards have been increasingly recognised by leading global bodies.

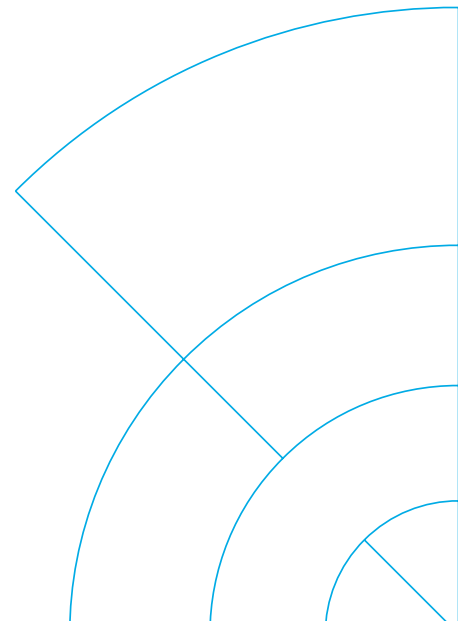
Our goals for emissions and waste reduction, recycling, and protection of precious underwater and overland ecosystem and habitats are advancing thanks to the professional commitment and knowledge of our dedicated team of experts.

Our people continue to be crucial factors in our ongoing success. It is gratifying to note that in this latest report, AD Ports has broken previous records regarding Emiratisation, gender balance across our workforce, as well as recording an all-time high in recorded levels of job satisfaction (89 percent).

With AD Ports taking a leading role in delivering upon the promise of the Abu Dhabi Government-led HOPE Consortium to vaccinate billions of people around the world, we can expect our employees and partners will play an even greater role in not just supporting our overall sustainability efforts but in responding proactively to the COVID-19 pandemic.

Immense challenges lay ahead in our corporate journey but by ensuring that sustainability lies at the heart of our thinking and way of operating, together, we will unlock incredible possibilities while upholding the integrity of our people and communities.

I extend my utmost gratitude to you on behalf of AD Ports and very much look forward to the tasks and successes over the coming year.



KEY ACHIEVEMENTS



85% Increase in TEUs Handled



101% Increase in Revenues Generated



ZonesCorp Merged with AD Ports Group



Acquisition of MICCO Logistics



61% Increase in Emiratisation



101% Increase in Women Employees



17% Increase in Man Hours Worked



83% Decrease in LTI Frequency Rate



89% Job Satisfaction



Hope Consortium was Established



12% Decrease in Energy Intensity at Container Terminal



17% Decrease in Emission Intensity for Bulk Cargo





36% Decrease in Solid Waste Generated at Ports



52% of Solid Waste Recycled



18% of Hazardous Waste Recycled



7% Reduction in Solid Waste Landfill Per Passenger



Successful Translocation of Corals



Translocation Plan Developed for Spiny Tail Lizard



CIPS PEP Advanced Gold Award



CSR Awards, Ideas UK



Best Fuel Management Award



Digital and Technology Award, Ideas UK



Freezone of the Year, Large Tenants Award



Sustainable Business Leadership Awards



Gold Accreditation Status for CSR, CSRA UK



Annual Business Continuity Awards



Sea Trade Maritime Pandemic Response Award



AD PORTS GROUP



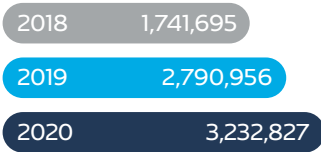
AD PORTS GROUP AT A GLANCE

AD PORTS GROUP AT A GLANCE

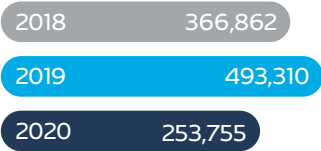


It is our continuous endeavour to contribute to the diversification of UAE's economy and realise sustainable development. Our ambitious growth and expansion plans are deeply rooted in the principles of sustainability.

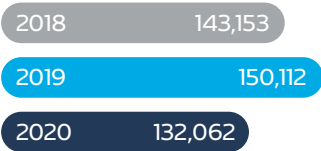
No. of TEUs handled



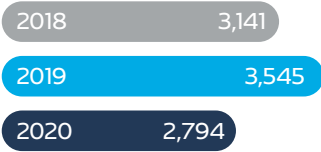
No. of cruise passengers



No. of RoRo units handled



No. of international vessels called



Note: Year 2018 and 2019 data has been amended.

AD Ports Group has witnessed unprecedented growth and success since it was established in 2006. As a Group, we are managing a diverse portfolio of Ports, Industrial Zones, Maritime, Logistics and Digital clusters.

“Our strategic location, intersecting four continents, ideally places us to serve multiple time zones; which, combined with our world-class infrastructure and comprehensive portfolio of services, expedites the global movement of goods.”

AD Ports Group is a significant contributor to Abu Dhabi's economy, accounting for 7.5% of the country's Non-Oil GDP and supports 212,000 jobs in the UAE. The merger of ZonesCorp with AD

Ports Group has further strengthened the positioning of Abu Dhabi Emirate as a manufacturing hub.

With the recent acquisition of MICCO, AD Ports Group has expanded its portfolio into freight forwarding services and is now focusing on stabilising trade through new and diverse opportunities.

Our objective is to support a flourishing economy by providing the infrastructure and services for economic diversification and globalisation. This is achieved through sustaining outstanding infrastructure and services across our five clusters.



PORTS CLUSTER

We operate a total of 11 ports and terminals located in the UAE and Guinea. Their multi-purpose functionality enables us to offer diverse services.



LOGISTICS CLUSTER

Our Logistics cluster provides supply chain and freight solutions to local and international clientele.



INDUSTRIAL CITIES & FREE ZONES CLUSTER

KIZAD is our fully integrated trade and logistics hub. In 2020, ZonesCorp joined the cluster and offers industrial and economic solutions for businesses in the emirate of Abu Dhabi.



DIGITAL CLUSTER

Through our digital cluster, we deliver advanced, smart solutions, like PCS, to our trade and port communities.



MARITIME CLUSTER

Under our maritime cluster, SAFEEN Group provides maritime and ancillary quayside service across all ports. The cluster is also home to Abu Dhabi Maritime Academy, the UAE's leading maritime academy, and also Abu Dhabi Maritime, the custodian of Abu Dhabi's waterways and regulator of the maritime sector. Transshipment and offshore support services are also included- OFCO provides offshore services to the oil, gas and construction industries.



In 2020, we reorganised how we manage and operate our subsidiaries into "Clusters" to enhance efficiency and catalyse growth.







PORTS CLUSTER

PORTS CLUSTER



“Our 11 multi-purpose ports offer a wide range of commercial and leisure services. We have integrated several innovative and efficient technology into our ports operation, thus making them some of the most sustainable and technologically advanced ports in the region.”

Khalifa Port

Khalifa Port is the first semi-automated deep water container port in the region and takes centre stage in this cluster.

Additional to integrating advanced technology, it has also invested heavily in safeguarding marine diversity. For example, prior to its construction, great care was taken to ensure that the port construction and operation is sensitive towards the marine ecosystem. This included the construction of the Middle East’s longest breakwater to protect the Ras Ghanada coral reef.

Its position as a global hub between east and west has uniquely positioned it to serve the largest markets in the region. It primarily handles general cargo, container, Roll-on/Roll-off (RoRo), and break-bulk activities.

Through its terminals Khalifa Port serves approximately 100 international hubs. It also provides connections to intermodal transport networks via air, sea, and land, whilst serving more than 25 shipping lines.

Building Partnerships to Provide World-Class Services

To strengthen our operations at Khalifa Port, we have collaborated with multiple entities:

AD Ports Group and the Mediterranean Shipping Company (MSC) signed a concession agreement under which a new container terminal was established at Khalifa port.

AD Ports Group entered into a concession agreement with COSCO Shipping Ports Limited (CSP) following which CSP Abu Dhabi Terminal was developed.

AD Ports Group and Autoterminal Barcelona came together in 2018 to form Autotermial Khalifa Port which operates RoRo terminal at Khalifa Port.

Zayed Port

Since opening in 1972, Zayed Port has been Abu Dhabi's city-centre port. Its advanced warehousing and cold storage facilities span across 5.3 square kilometres and house 21 berths.

It is critical for supporting cruise tourism and cargo operations.

Abu Dhabi Cruise Terminal

Abu Dhabi Cruise Terminal is the first dedicated permanent cruise infrastructure in the Abu Dhabi Emirate. It was established in 2015, and since then, it has been gaining popularity. Considering the growing demand and influx of tourists, a second cruise terminal is under development. Last year, we launched Marsa Mina, a vibrant retail and F&B hub next to the Cruise Terminal, as an added attraction for tourists and residents.

Sir Bani Yas Cruise Beach

Sir Bani Yas Cruise Beach is the only dedicated cruise beach in the region. The beach is a natural and cultural landmark of the UAE. Visitors to the island discover a blend of luxury, harmony, and adventure.



Musaffah Port

Musaffah Port located in the 53 kilometre Musaffah channel, is one of the world's busiest. The Port's home is the Musaffah industrial area, which is known for providing services to the steel, dredging, and ship building industries.

Mugharraq Port

From its location in the Al Dhafrah region, Mugharraq Port provides general cargo handling, ferry, and logistics support to the local community and offshore Oil & Gas industries. Mugharraq Port infrastructure is among the best in the region to serve the offshore oil & gas industry and will play a pivotal role in the development of Hail & Ghasha islands.



Community Ports

Our community ports are crucial to the activities of local fishermen, and the economic development of the local islands. Our ports provide general cargo handling, support logistics, and passenger ferry connections across this vast region.



Al Sila Port

Our port at Al Sila supports the local fishing industry alongside the provision of cargo and recreational activities for the local community. AD Ports Group is currently developing a new general cargo handling infrastructure to support the local industries and Oil & Gas development activities in the region.

Delma Port

Situated in the Al Dhafra region, Delma Port is a multifaceted facility handling general cargo, passenger ferries and fishing vessels.

Al Mirfa Port

Al Mirfa Port mostly serves fishing and leisure vessels. It also hosts a shopping and commercial area for local commerce.

Shahama Port

Shahama Port is a mixed-purpose port and is popular with leisure mariners.



Fujairah Terminals

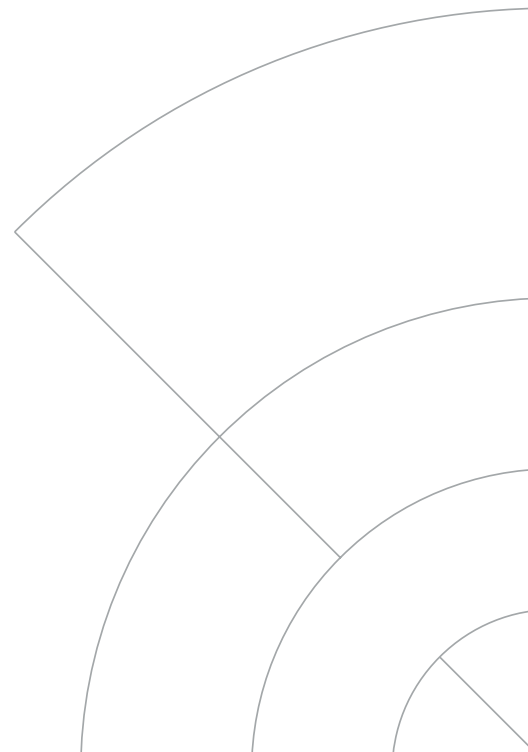
Fujairah Terminals was established in 2017, subsequent to a 35-year concession agreement between AD Ports Group and Fujairah Ports. Since then, it has remained the only multi-purpose port on the UAE’s eastern seaboard. In 2021, works were completed to enable it to handle further capacity and accommodate vessels with capacities of up to 9,000 TEU’s.

Free Port

Free Port was established in 1978 with the objective of improving cargo, logistics and recreation facilities on the UAE’s smaller islands. It specializes in the handling of chemical and petroleum cargo in both general and bulk capacities.

Port of Kamsar

Kamsar Container Terminal (KCT) supports the UAE’s aluminium industries, specifically the transfer of bauxite for a leading aluminium producer between Guinea and West Africa. AD Ports Group operates the Port of Kamsar as an independent authority that houses two berths capable of handling ships up to 140 metres long.



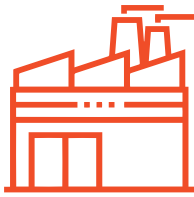


**INDUSTRIAL CITIES
& FREE ZONE**



INDUSTRIAL CITIES & FREE ZONE CLUSTER

INDUSTRIAL CITIES & FREE ZONE CLUSTER



AD Ports Group’s industrial zones are spearheading the diversification of the emirate’s economy.

KIZAD and ZonesCorp are the two entities that make up the Industrial Cities & Free Zone Cluster of AD Ports Group. Combined, they are the major contributors to Abu Dhabi's non-oil GDP.

Key clusters at KIZAD



Food



Logistics



Automotive



Polymers



Metals

Khalifa Industrial Zone Abu Dhabi (KIZAD)

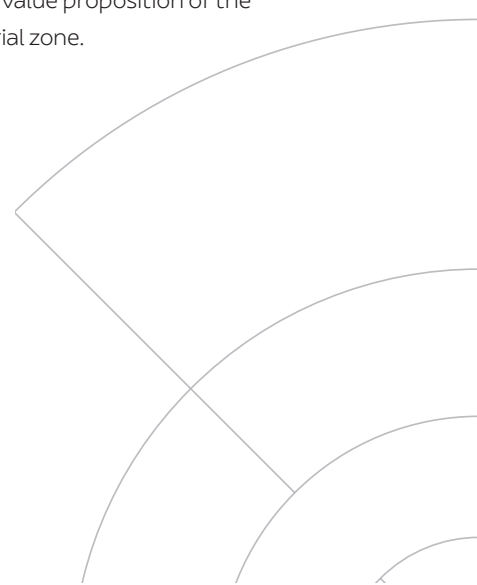
KIZAD is a port-integrated industrial zone with both free zone and domestic industrial zone solutions for land lease, pre-built warehouses and offices. KIZAD is a hub for manufacturing and logistics &

trade, serving key industrial sectors such as aluminium , metals, paper & packaging, food processing, pharmaceutical & healthcare equipment, polymers and automotive sectors.

KIZAD Free Zone

KIZAD Free Zone offers a world-class business environment and a meticulously designed industry ecosystem that makes it easier to set up and conduct business in Abu Dhabi. Investors choosing the KIZAD Free Zone are provided with an array of business set-up services that streamline their registration and

licensing processes while offering them executive offices and flexible workstations/dedicated desks as a complementary offering to the overall value proposition of the industrial zone.





KIZAD in Numbers

Leasable area - land	(km ²)	30.5
Leased area - land	(km ²)	24.8
Leasable area - warehouses	(m ²)	184,988
Leased area - warehouses	(m ²)	182,682



ZonesCorp

ZonesCorp is the largest operator of purpose-built Industrial, tax-free zones in the United Arab Emirates.

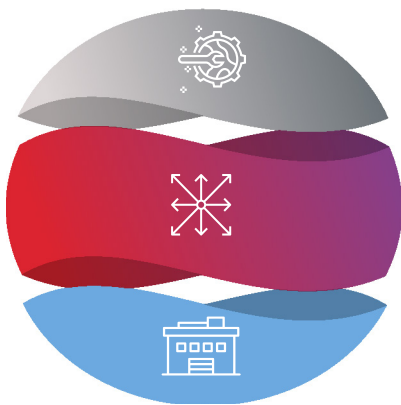
With the coming together of KIZAD and ZonesCorp, AD Port Group's Industrial Cities & Free Zone Cluster now cover a total land area of 550 km² and serve more than 1500 customers.

ZonesCorp currently houses more than 650 manufacturing facilities and is home to some of the world's leading global industrial players in a variety of sectors. It is also developing a world-class integrated hub

called Rahayel which will be a comprehensive destination for a host of automotive businesses, bringing together major manufacturers, distributors, and retailers at a single location. Additionally, it's also developing a logistics and maritime hub.

ZonesCorp's industrial cities are organised into vertically integrated sectors in complementary industries that bring upstream and downstream companies together enhancing efficiencies, creating value chain benefits and providing a platform that encourages industrial innovation.

Objectives



Strengthen core offerings through the development of internal capabilities to deliver synergised and 'customer-first' value propositions.

Be a full service and multi-sector provider through strong end-to-end service portfolio throughout the customer lifecycle in target industries.

Gear up for futuristic multi-zone play through leading the transformation into smart and sustainable industrial zones across all of its locations.

We have established three cities serving different purposes and locations:



Industrial Cities of Abu Dhabi (ICADs)



Al Ain Industrial City



Workers' Residential Cities

Key Clusters at ZonesCorp



Chemicals & Plastics



Heavy Metal Industry



Food & Pharma



Machinery & Equipment



Building Materials



ZonesCorp at a Glance

Leasable area - land	(km ²)	41.0
Leased area - land	(km ²)	30.3
Leasable area - warehouses	(m ²)	73,211
Leased area - warehouses	(m ²)	59,176



Upcoming Projects

Automotive and Mobility Zone

Rahayel city is being developed as an integrated 'Automotive hub' covering 12 square kilometres. It will cater to a host of automotive requirements, ranging from dealerships and service centres for heavy and light vehicles to auction houses, industrial, storage and logistics operations.

The city is located along two major highways connecting Al Ain, the Western Region, Dubai, and Saudi Arabia. Sustainability and safety are key planning imperatives for Rahayel ensuring optimum working conditions for the often challenging jobs involved in the automotive industries. The city will also house accommodation buildings for those working in the city.

Maritime Zone

The maritime zone will include a Maritime Industrial Hub and a Marine Leisure Precinct comprising of fully serviced plots, quays, berths and common-user facilities, including public slipways and shiplifts to meet the projected demands of Abu Dhabi's plans for 2030.

This rapidly developing cluster is benefiting from major waterfront, marina and island developments, substantial annual growth in demand for boats and yachts, demand from the oil and gas sector for offshore construction and servicing, and opportunities for sea-based commuting.

Its proximity to the planned logistics cluster and the railway dry port in the industrial city will further enhance its utility and attract investors.

Leveraging these opportunities and providing world-class infrastructure and services, ZonesCorp Maritime Cluster will create a unique, specialised environment for maritime business to grow and thrive.

Logistics Park

The Logistics Park is being developed to meet the demand from existing and potential businesses of the Industrial Cities of Abu Dhabi for a broad range of logistics facilities and services.

The Logistics Park will capitalise on its strategic geographical location close to key markets like Saudi Arabia and excellent transport infrastructure. This advantage is enhanced by the presence of Abu Dhabi's largest Etihad rail terminal within the industrial city adjacent to the Logistics Park.

The park will complement existing and planned logistics initiatives across the emirate, and allow scalability to accommodate future demand growth.

Life Science Park (Pharma & Biotechnology)

The park is spread across 5.9 km² with 4 km² leasable area. It includes a complete live, work and play ecosystem with offices and co-working spaces, educational facilities, industrial lab facilities, exhibition space, digital, retail and commercial components. The key sectors in this cluster include:

- **Biotechnology, Healthcare and Pharma**
- **Computer Science and Robotics**
- **Autonomous Systems, Mobility & Digital Systems**
- **Renewable Energy, Sustainable Advanced Materials**
- **Smart Infrastructure Systems**

The development of the cluster is planned to be undertaken in phases and is expected to complete by 2030.



 LOGISTICS



LOGISTICS CLUSTER

LOGISTICS CLUSTER



Innovation, research and data backed decisions are the key driving forces behind the sustainable growth of AD Ports Group.

Our Logistics Cluster provides Supply Chain and Freight solutions to Local and International clientele.

ensuring efficient execution of our supply chain services from the point-of-origin through to the last mile.



400+
Vehicle fleet



4.9
Million tonnes of goods moved



6 Billion
vaccine dose handling capacity in collaboration with Hope Consortium partners

“In 2020, we acquired MICCO to provide end to end solutions to our customers. With this acquisition, we now have a fleet of 400+ vehicles that move over 4.9 million tonnes of goods across 42.7 million kilometres each year.”

The cluster serves sectors across the regional and global economy, making it a vital trade & logistics conduit for industries including retail, consumer, e-commerce, logistics & cargo networks, polymers, food, oil & gas, heavy lift, industrial and healthcare.

Our key differentiator is our ability to serve our customers from a holistic end-to-end perspective. Monitored by our Central Control Tower team, we are focused on

The cluster’s vast infrastructure of vehicles, warehouses combined with our strategic location and networks, place us ideally to distribute vaccines in response to the pandemic. As a founding member of Hope Consortium, an Abu-Dhabi-led public-private partnership delivering millions of COVID-19 vaccines worldwide, we operate an advanced Department of Health & ISO certified 19,000 sqm cold and ultra-cold storage facility, which is one of the largest of its type in the region and beyond. Its expanded capacity allows it to hold in excess of 120 million vaccines of any type at temperatures between -80°C and 8 °C safely, efficiently and transparently.

The cluster and the facility are playing a key role in helping achieve Abu Dhabi Government’s vision in establishing the Emirate as a global life sciences hub.

MICCO

MICCO has accrued four decades of expertise in a broad range of logistics services since it was established in 1978. It has grown and developed to become one of the region's leading logistics solution providers. It now offers a full suite of capabilities regionally and globally. Its expertise lies in international freight forwarding (sea, air and land), industrial freight handling, warehousing and distribution, road feeder services, bonded cargo movements, corporate recollections and more.

MICCO owns a large fleet of over 400 vehicles, with each customised to fulfil its customers' specific industrial needs. Its business centre at KIZAD is a 30,000m² state-of-the-art facility catering to warehouses' and other industries' distribution needs. It has also established a fully automated garage, 4000m² of temperature-controlled warehousing, and open storage facilities. All of its infrastructure is supported with an advanced IT platform for inventory management.

Sectors we serve



Polymers



Oil & Gas



Healthcare



Food



Aluminium

Scope of our services

Overseas Consolidation

Freight Management

Imports & Export Activity

Back office Outsourcing

Land Transportation

Duty Clearance

Stevedoring

Storage

Co-Packing

Order Processing

Value Added Services

Final Mile Delivery

Reverse Logistics

Emerging market & services



E- Fulfillment



In Hospital Logistics



Control Tower



Cargo Network



MARITIME



MARITIME CLUSTER

MARITIME CLUSTER



Our Maritime Cluster provides services to calling vessels and to offshore operations of the oil & gas and construction industry. Training and skill development of maritime professionals is another responsibility it shoulders. The entities under the Maritime cluster include SAFEEN Group - Marine Services, SAFEEN Feeders, Abu Dhabi Maritime and Abu Dhabi Maritime Academy.



15
Harbor tugs



5
Pilot boats



6
Speedboats,



2
Buoy and survey maintenance vessels



2
Oil spill response boats

SAFEEN Group - Marine Services

Since its establishment in 2013, SAFEEN has been providing marine and ancillary quayside services to calling vessels at AD Ports Group. The nature of these services include port services (VTS, pilotage, towage), marine services (ferry management, oil spill response, and mooring), Navigation Services and Fleet Maintenance Services.

“SAFEEN's fleet is designed to assist a diverse range of vessels in and out of the port. Its 15 harbour tugs host bollard pulls from 28 to 75 tons.”

This means that they have the capacity to tow vessels up to 150,000 DWT and LOA greater than 400

metres. The fleet also boasts 5 pilot boats, 6 speedboats, 2 buoy and survey maintenance vessels, and 2 oil spill response boats.

It has three business lines:

- Marine Services
- OFCO
- Transshipment



SAFEEN's team is also passionate about environment and social stewardship. Members of their group regularly visit local schools to share their expertise on the hazards that ships and their passengers may encounter with students and teachers.


It also works tirelessly on its marine debris and turtle rescue programmes. Learn more about it's environmental initiatives under the water and marine diversity section of the report.

SAFEEN Transshipment delivers tailor made logistics solutions for dry bulk commodities.


It's innovative solutions assist clients to overcome infrastructural challenges.

SAFEEN's and Allianz Marine & Logistics Services (AMLS), came together to form Offshore Support and Logistics Services Company (OFCO), a new international provider of integrated maritime logistic services.


It specialises in providing offshore services to the oil, gas and construction industries in the UAE. Its comprehensive portfolio of services covers:




Marine vessels



Integrated offshore support and logistics



Subsea services



Emergency response



Abu Dhabi Maritime Academy

Abu Dhabi Maritime Academy (ADMA) was established by AD Ports Group in 2018 to advance the maritime industry in UAE and the region through world-class education and training

ADMA plays a crucial role in providing maritime training for school leavers and professionals supporting Abu Dhabi Maritime's plan to elevate Abu Dhabi into a global maritime hub.

The Academy provides world-class maritime education and training for the next generation of maritime industry leaders in the UAE and the region.

It is the first Academy in the region to aid maritime training through a suite of state-of-the-art simulators such as ARPA (Automatic Radar Plotting Aid), ECDIS (Electronic Chart Display and Information System) and GMDSS (Global Marine Distress and Safety System) communications.

ADMA's highly experienced instructors provide our students with the training and insight to face potential industry challenges and an in-depth understanding of mitigating possible risks.

All courses and training programmes offered are approved by the International Maritime Organizations (IMO) through national or international organisations such as the UAE Federal Transport Authority (FTA); UK Maritime Coastguard Agency (MCA); International Association of Marine Aids to Navigation & Lighthouse Authority (IALA) and Lloyds Register (LR).

With demand for qualified maritime professionals increasing, the Academy's mission is to provide an outstanding level of education and practical training in the field of Maritime studies and in specialisations related to Maritime Operations and Marine Engineering.



SAFEEN Feeders

AD Ports Group established SAFEEN FEEDERS in June 2020 as part of its strategy to facilitate growing trade demands within the Gulf region.

SAFEEN FEEDERS serves the Group's mainliner shipping clients and supports the region through increased connectivity and optimised shipping costs within and beyond the region.

SAFEEN FEEDERS has introduced a new feeder service linking Abu Dhabi to ports serving the UAE, the broader Gulf region and the Indian Sub-Continent.

The service has been executed in partnership with Bengal Tiger Line (BTL), one of the world's most renowned feeder service operators, through a vessel sharing agreement.

It allows for timely and efficient exchange of container cargo between mainliner vessels and the vessels within the rotation calling at nine regional ports located across the UAE, Saudi Arabia, Bahrain, Pakistan, and Western India.



Abu Dhabi Maritime

Abu Dhabi Maritime was established in 2020 as the primary custodian of Abu Dhabi's waterways and maritime sector with the aim of helping foster Abu Dhabi as a top global maritime capital.

Operating under AD Ports Group, with guidance from the Department of Municipalities and Transport (DMT), Abu Dhabi Maritime governs and regulates Abu Dhabi's maritime sector by developing the maritime sector strategy, creating and updating maritime regulations and providing world-leading maritime services.

The entity also issues permits, licenses maritime assets, and builds and regulates public maritime infrastructure while ensuring the highest standards of health, safety, environment, and quality in the emirate.

Specifically, earlier in the year, the entity signed a five-year agreement with ADNOC to enhance the safety and sustainability of Abu Dhabi's waterways.

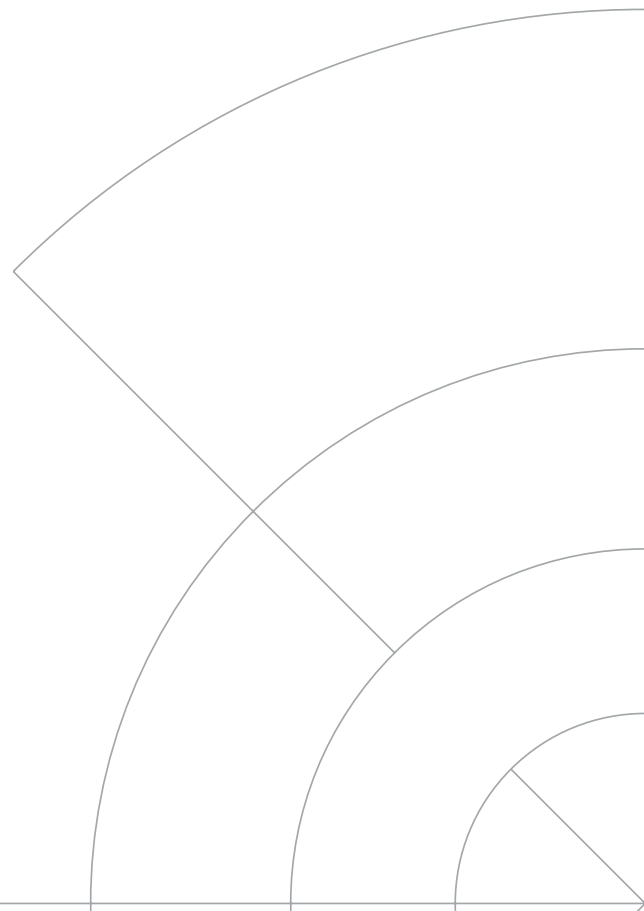
The agreement allows for enhanced exchange of information, data and expertise concerning the application of environmental regulations and management of maritime activities, infrastructure developments and facilities across Abu Dhabi's waterways.

Another agreement was signed with the United Kingdom Hydrographic Office (UKHO) to exchange maritime information, promote cooperation in hydrography and related disciplines, and provide products and services to the maritime community.

The agreement will enhance maritime knowledge and awareness of Abu Dhabi waterways and improve maritime safety and the protection of the environment by ensuring the availability of the latest data and updated navigational charts. From the regulatory perspective, the entity is set to publish updated and new regulations that govern the waterways and ports in Abu Dhabi.



Sustainability is at the heart of the vision behind the establishment of Abu Dhabi Maritime and it serves as a core driver behind all of its initiatives and activities, be they partnerships, regulations, or infrastructure projects.



It also has released the first comprehensive and interactive Zoning Maps, which support a broad set of new rules and regulations governing all activities within Abu Dhabi's waterways. These maps not only address navigational safety measures but also pinpoint ideal locations for anchorage and areas with restricted access, such as environmentally sensitive areas where habitats have been zoned for protection.

As part of its mission to unlock the recreational potential of Abu Dhabi's pristine maritime ecosystem, the entity is working with Abu Dhabi Government partners to activate Marine Protected Areas (MPAs) for recreational use with specific caveats and restrictions. Specifically, it has deployed mooring buoys to prevent repeated anchoring and introduced a specific set of rules regulating recreational activities within these sensitive areas, which are habitats for protected species.

Abu Dhabi Maritime is also actively involved in the implementation and monitoring of Abu Dhabi Government's "Plan Maritime" and the development of an "Integrated Coastal Zone Management (ICZM) Policy Framework," both of which are in line with the strategic goal to establish the emirate as a leading global maritime capital by ensuring a safe, secure and sustainable maritime domain.

These important regulatory and policy measures and key projects are a testament to Abu Dhabi Maritime's commitment to conserving the emirate's pristine marine habitats and ecosystems for future generations to enjoy, and to driving the long-term sustainability of our waterways.







DIGITAL CLUSTER

DIGITAL CLUSTER



We believe that digital transformation can be shaped to accelerate transition of businesses towards sustainable operations.



100+
services covered by mPCS



439
tCO₂ emissions avoided



122 Million
sheets of paper saved

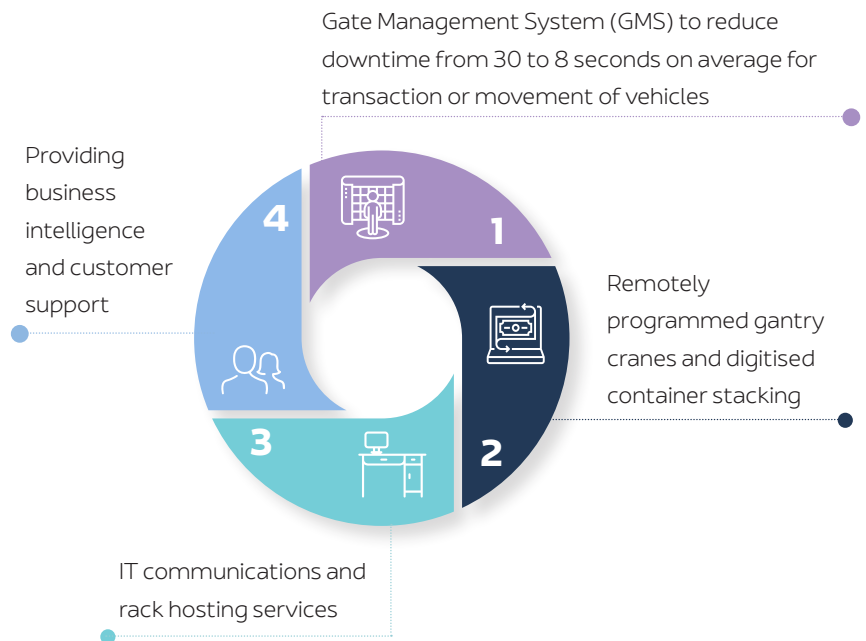


1.3 Million
man days saved

We have invested significantly in technology and world-class infrastructure. Our smart and innovative digital solutions cater to trade and port communities. Our solutions have increased the efficiency and productivity of

maritime business interactions, fostering transparency and access to real-time information. Through our digital solutions, we are providing the following services:

Our Digital Solutions



Maqta Gateway

Established in 2016, Maqta Gateway LLC is a wholly-owned subsidiary of AD Ports Group and is part of its digital cluster. Maqta Gateway is the central pillar of the company’s strategy to be a leader in the development of integrated, digital, global trade.

It is the developer and operator of the first Port Community System (PCS) in the United Arab Emirates- named mPCS-, facilitating the exchange of goods and the movement of people and contributing to the sustainable development of Abu Dhabi.

It offers ports, exporters, importers, shipping lines, customs and government agencies a single point of contact and real-time information at any time of the day - even via mobile, significantly enhancing processing times and communication procedures. It ensures smooth transport and logistics operations in Abu Dhabi involving all

players in ports, airports, railway networks, and hinterland (borders and industrial zones).

It feeds into more comprehensive global supply-chain communication platforms and acts as an accelerator for development and trade in Abu Dhabi, a core objective for AD Ports Group and a central pillar of the Abu Dhabi Economic Vision 2030.

mPCS covers 100+ Services from the Seaside to Hinterland and is integrated with 4 international Single Windows in China, Belgium, Spain, and India.

Overall, mPCS is transforming the way of doing business by optimising and digitising manual processes within the trade community, providing efficient operations and opportunities for existing businesses to thrive and new businesses to emerge.



Al Manara & Masaha App

Recently with the launch of ‘Al Manara’ and “Masaha” Mobile Applications, we have streamlined and eased access to information for our Ports as well as Industrial cluster clients. Al Manara is designed for registered users on our PCS, it allows for real-time updates of the status of their shipments as they reach their destination, as well as tracking transactions with more than five integrated entities. The “Masaha” application allows users to access information and services provided by our logistics and industrial hub, KIZAD and ZonesCorp.

Licensing Management System

A powerful and user friendly solution to manage the issuance of new licenses and the renewal of existing licenses offered by AD Ports Group, with advanced tracking, an administration module and payment.

Vessel Management System

A centralised solution to facilitate granting the approval for all the related vessel formalities such as calls, service requests, vessel registration, shifting, clearance and many others.

Maqta Payment Gateway

Advanced solution to provide customers with an easy channel to pay invoices and manage accounts, easily able to integrate with any ERP Solution.

mUnity

We developed “mUnity”, built using the latest blockchain technology, which provides a platform to track every stage of vaccine delivery right from the production unit to the final vaccination centres. With pinpoint traceability and robust security system, mUnity is not only distributing vaccines but is also safeguarding the hopes and lives of millions of people around the globe.

Verified Gross Mass

A modern system to manage and report the Verified Gross Mass of the exported containers, adhering with the International Standards of SOLAS Regulation.



Smart Container Initiative

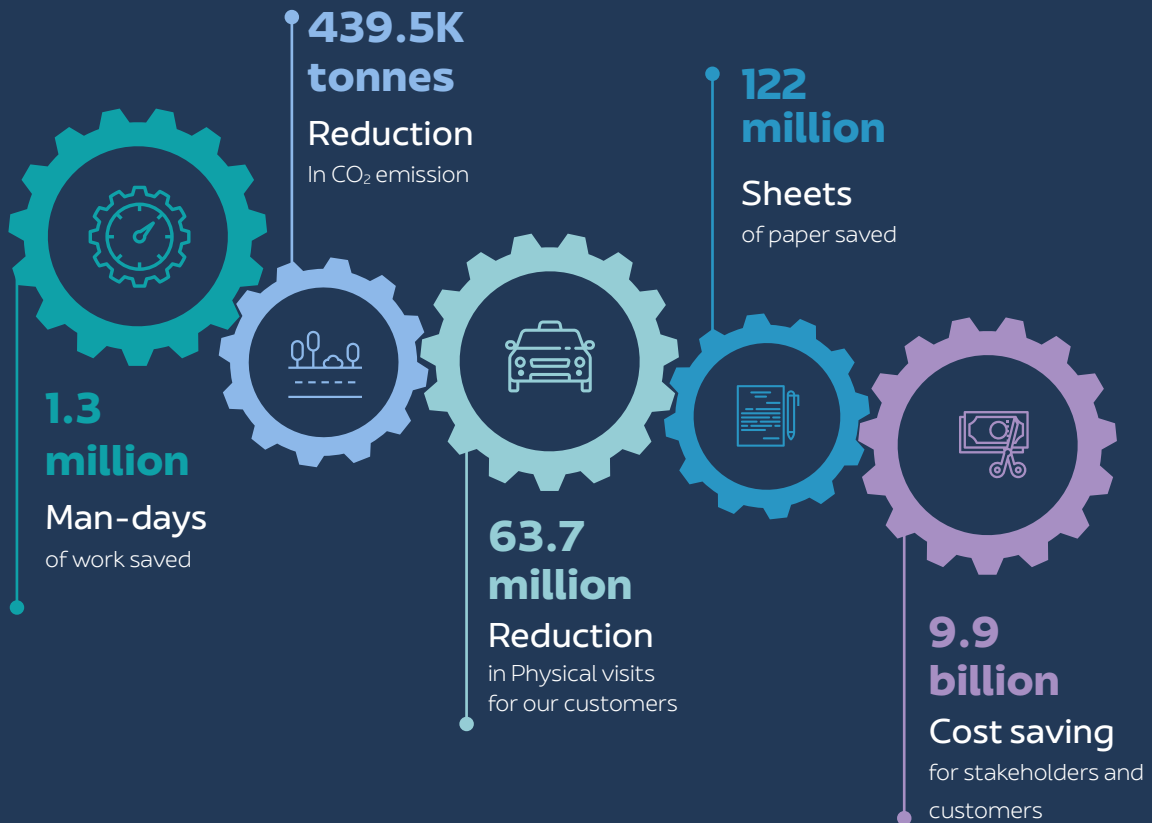
Smart Container Initiative was launched in 2020 to house AD Ports Group’s digital solutions in a resilient, safe and optimised mobile environment. The solar-panelled steel and aluminium smart container is a data centre that safeguards digital data in a highly secure and protected storage medium.

Unlike traditional data centres, a smart container uses technologies such as in-row cooling, renewable energy and efficient space allocation to enhance power

usage effectiveness by more than 20% and cut carbon emissions in half. Part of AD Ports Group’s ongoing digital transformation drive, the prefabricated containerised data centre runs a wide range of applications, including port and terminal operating systems, visitor passes and other digital customer services.

The Smart Container Initiative falls in line with the Sustainable Development Goals (SDGs) which were put forward by the United Nations.

Sustainability Impact







SUSTAINABILITY STRATEGY & GOVERNANCE

SUSTAINABILITY STRATEGY & GOVERNANCE



Our sustainability strategy aligns with the local and global sustainable development agenda and is guided by frameworks such as the UN Global Compact, Sustainable Development Goals and the Paris Agreement on climate change.

Our Values



Ready to respond



Eager to collaborate



Safe, secure & sustainable



Innovative for excellence



Fair & committed

AD Ports Group is governed by a board of directors who are committed to driving financially sound and socially and environmentally responsible operations. Their mission is to steer AD Ports Group towards sustainable growth whilst maximising stakeholder value.

This has produced an ecosystem that fosters the entrepreneurship and innovation that is essential for sustainable, diverse, and hence resilient, economic growth.

Due to this, our directors are respected as propagators of innovation in the region.

Their commitment has established AD Ports Group as a leading corporate in the region demonstrating strong, sustainable and responsible growth.

“Sustainability is integrated into our long term business strategy. We focus on issues where we have the greatest possibilities for influence and impact.”

The Board appoints the Chief Executive Officer (the CEO) and they work together to appoint other members of senior management and the committees.

AD Ports Group CEO shoulders the responsibility to implement the Group’s strategy and exercise control over the Group’s operations and risk management.



The Board has established two committees, the Audit and Risk Committee (the ARC) and The Remuneration and Human Resources Committee (the RHRC).

Audit and Risk Committee

The ARC assists the Board in overseeing the effectiveness of Group's internal control and risk management systems, the independence and performance of the internal audit function and the consideration of matters raised by the

external auditors and Government auditors. The committee also reviews AD Port Groups sustainability performance against the sustainability strategy.

Remuneration and Human Resources Committee

The RHRC is responsible for reviewing and endorsing the annual bonus scheme and payment criteria, AD Port Group's long-term incentive plans, the remuneration and benefit strategies for senior executives, the

implementation of the Emiratisation plan, the methodology used to assess staff performance and corporate salary and grading structures.

Sustainability Committee

Our Sustainability Committee is formed of eight executives from departments across the Group. It is responsible for the implementation and supervision of our sustainable development strategies, policies, and activities. The committee meets quarterly to review the progress of our sustainability efforts, and to develop roadmaps for

future activities. Each committee member's term lasts for one year, and the committee is presently chaired by the Chairman of the Group's Health and Safety Executive department. These short terms serve to continuously bring fresh perspectives to our sustainability thinking.

Additionally an Executive committee has been constituted that assists the CEO in the execution of his responsibilities and decision making. We also established an R&D committee which acts as a focal point for all research and development activities at the Group.



Stakeholder Inclusiveness

Thus, it is imperative that we are aligned with the expectations and values of those who are impacted by our business. So, we maintain ongoing open and transparent lines of collaboration and communication with them.

This has facilitated engagement with stakeholders through many exercises and routine procedures. The result of which has been strengthened bonds and a heightened trust and accountability with them.

Due to the broad scope of activities within our industry, our stakeholder list reaches across a wide variety of demographics who engage with AD Ports Group in the civic and professional spheres. Whether they be employees, shareholders, regulatory bodies, suppliers, customers, or

local civil entities, we strive to incorporate the values and needs of all of them into our sustainability strategy.

This is why we meticulously identify all our stakeholder groups. After which we formulate engagement plans that are best suited to collecting feedback from them individually. This enables decision making for our organisation's development that is considerate and inclusive of all stakeholders.

This section of our report provides information on the identification process and methods used to obtain and collate feedback from our stakeholders. It also describes our materiality analysis process and the resulting Key Performance Indicators (KPIs) that were identified.

Stakeholder Consultation

In previous years we have gathered feedback on our sustainability priorities from both external and internal stakeholders. This year a light materiality assessment involving a limited number of internal stakeholders was undertaken.

To obtain their insights on the Group's sustainability activities, surveys were sent to key stakeholders across the

Group. Although the feedback was exclusively collected from internal stakeholders, the views of our external stakeholders were not neglected. This is because we ascertained it was appropriate to include the feedback of external stakeholders that were collected during the development of 2019 sustainability report.

102-42



Engaging with Stakeholders

Mentioned below, you will find the groups of stakeholders we have identified and how we engage with them through different means throughout the year.

Type of Stakeholders



Materiality Assessment

A myriad of economic, environmental, and social issues demand attention from organisations. Choices must be made as to which can be addressed with corporations limited time and resources. Thus, a pragmatic approach is required to identify and select topics that are most aligned to the organisation's values, and that its stakeholders have power to influence.

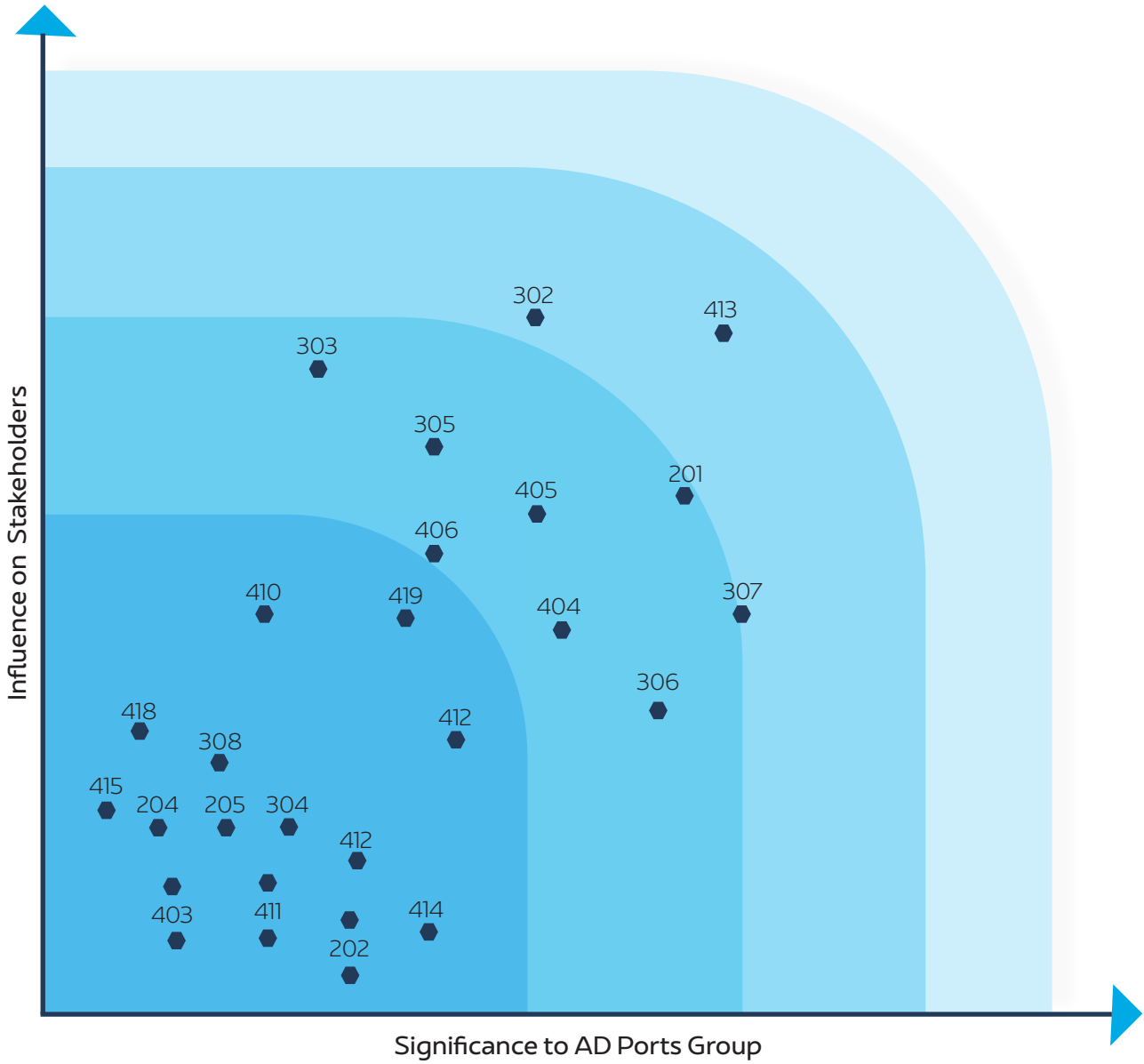
We undertook rigorous assessment to identify how important are the selected topics to our stakeholders. We conducted stakeholder consultations through which we captured the values of a broad range of internal and external stakeholders.

The methodology for this included, sustainability brainstorming sessions, questionnaire distribution and alignment with global frameworks and sustainability agenda. This has provided us with a clear, and still current, picture of which sustainability issues should be prioritised.

Utilising the feedback received from the stakeholders we have developed our sustainability matrix identifying AD Ports Group's material sustainability issues.

102-21 102-44 102-46





Environmental

- GRI 302 : Energy
- GRI 303 : Water
- GRI 305 : Emissions
- GRI 306 : Effluent and waste
- GRI 307 : Environmental compliance



Social

- GRI 404 : Training and education
- GRI 405 : Diversity and equal opportunity
- GRI 406 : Non-discrimination
- GRI 413 : Local communities



Economic

- GRI 201 : Economic performance

Our Commitment to UN SDGs

In 2015, the global leaders charted an ambitious path to end poverty, fight inequality and injustice, and protect the environment by adopting the 2030 Agenda for Sustainable Development. The United Nations members adopted the 17 Sustainable Development Goals (SDGs), which provide an integrated framework for addressing the world's most

pressing sustainability issues. We believe that the success of the SDGs can be achieved by collaborative efforts of the governments, corporates and individuals. At AD Ports Group we identified 8 priority SDGs in 2018, and have channelised our efforts and resources to support the attainment of these SDGs.

Good Health and Well-Being

Through the "Hope Consortium" we play a crucial role in ensuring that vaccines are stored and supplied to the people where its needed. Additionally, all our employees and their families have access to affordable healthcare options, and health insurance. We have also been conducting several health awareness, and blood donation drives to support healthcare amongst our communities.

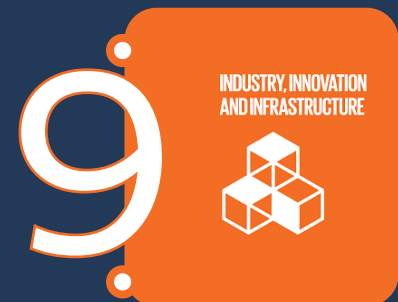
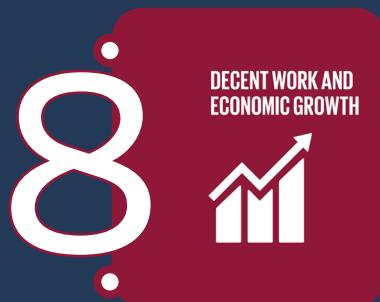
(Further information is provided on page 76)

Decent Work and Economic Growth

We have created 212,000 direct and indirect job opportunities for people in the UAE. Through our diverse operations, we have contributed 13.6% to the non-oil GDP of Abu Dhabi. Through the Emiratisation programme we have increased the percentage of local employees to 61%. The number of women employees has also risen to 42%.

Quality Education

At AD Ports Group, we provide training and skill development opportunities for all. We also offer internship programmes so that the youth can hone their skills. The Maritime Academy offers professional courses to those who want to build a career in the maritime industry. We also provide financial support for the education of people of determination, and have developed innovative programmes like "Junior Captain" to engage the children and enhance their knowledge of the maritime industry. (Further information is provided on page 40, 89 and 96)



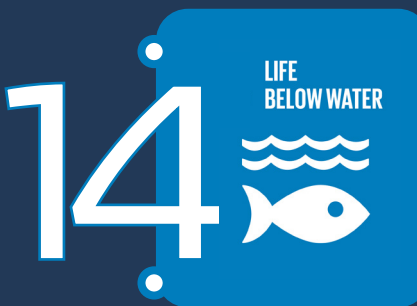
Industry, Innovation and Infrastructure

We have established R&D Committee to foster innovation and research at AD Ports Group. Our IBTIKAR program provides a platform for originating innovative ideas. We have implemented several innovations ranging from ports operation, environment management to skill development. (Further information is available in the chapter "Sustainability Through Innovation", page 78)



Reduced Inequality

Diversity and inclusion is central to our human resource development program. 42% of our employees are women and employees from more than 50 nationalities work with us. We have also undertaken steps to integrate People of Determination within our workforce. (Further information is provided within page 90 to 94)



Climate Action

We develop our GHG inventory on an annual basis and have identified our emission hotspots. We have implemented several energy, and water efficiency measures to reduce our emissions. Additionally, our digitisation programme has avoided GHG emissions by eliminating travel and use of paper significantly. (Further information is available on page 110-115)

Responsible Consumption and Production

Sustainable consumption of resources is central to our sustainability strategy. We have taken several measures for efficient use of energy, optimisation of water consumption and reduction in use of paper as well as other resources. (Further information is provided in the chapter “Environmental Protection - Energy and Emissions”, page 110)

Life Below Water:

We take pride in being home to Ras Ghanada Coral Reef, and have built a break water to safeguard them from Khalifa Port's development and operation. We have also worked on multiple coral translocation initiatives when deemed necessary to protect them from developmental activities. Our SAFEEN team has also been working on marine debris removal and turtle protection. (Further information is available on page 116-118)





SUSTAINABLE ECONOMIC GROWTH

SUSTAINABLE ECONOMIC GROWTH



Sustained and inclusive economic growth is at the core of our business strategy, resulting in the diversification of Abu Dhabi's economy, positive contribution to GDP and generation of employment opportunities.



93%
Local suppliers



78%
Increase in total assets



29%
Increase in community investments

As we expand and diversify the services, we strengthen our nation's GDP. Our development and expansion plans lay a strong emphasis on investing in technology and infrastructure that is both efficient and sustainable.

The expansion of Khalifa Port, Fujairah Terminal, KIZAD and Mugharraq Port are delivering substantial growth to Abu Dhabi's economy.

We are confident that by 2030, the total economic activity we stimulate will equate to approximately 12% of the Emirates' non-oil economy, relative to 2017. This growth is also projected to support 252,000 jobs in Abu Dhabi.

In 2020, our revenues increased multifold and stood at 3.42 Billion AED. This significant increase is due to the fact that ZonesCorp merged with AD Ports Group and we also acquired MICCO.

Figure 01 : Direct economic value generated

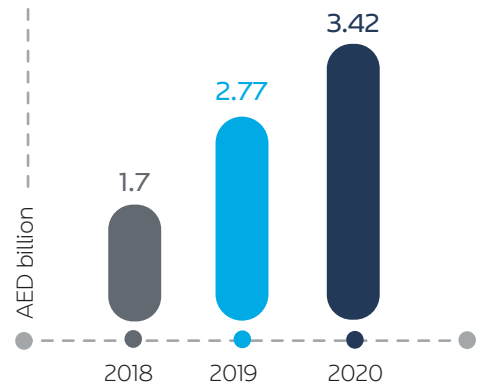
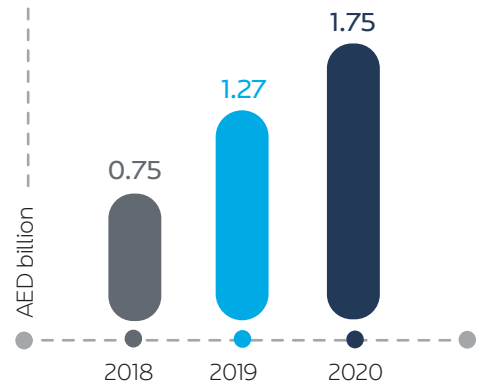
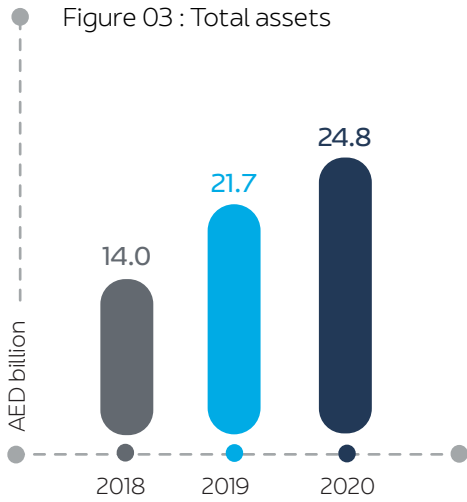


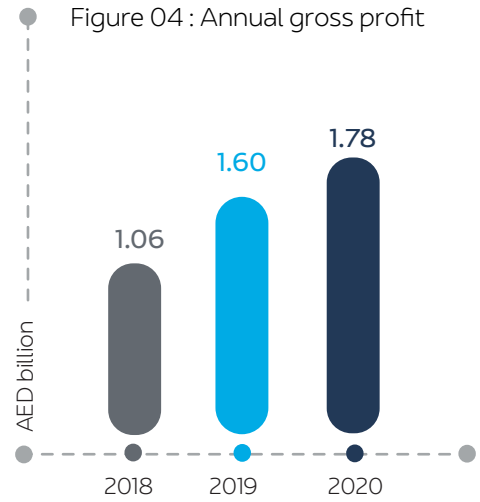
Figure 02 : Direct operating cost





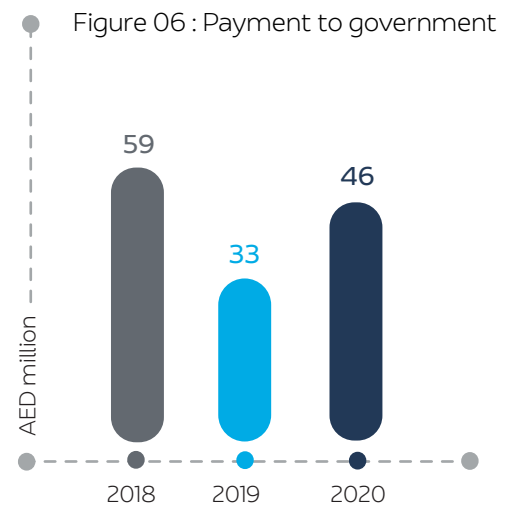
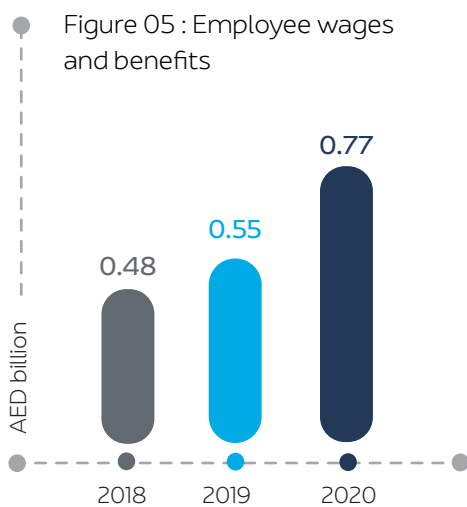
Similar to asset value, our annual gross profit has also increased significantly with a 68% increase vis-à-vis 2018.

The gross profit excludes general and administrative expenses, finances, impairment of investment properties and other expenses



Our assets have increased by 78% in the last three years. These include Property, plant and equipment, receivables, right of use assets, investment in properties, joint ventures and other assets.

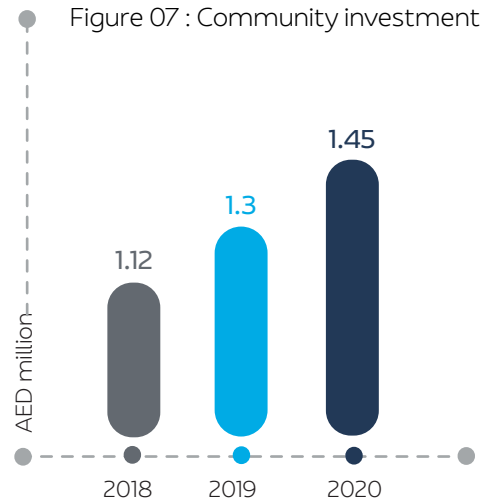
With a clear growth strategy and ambitious plans in place, we are sure of achieving stronger growth in the coming years.



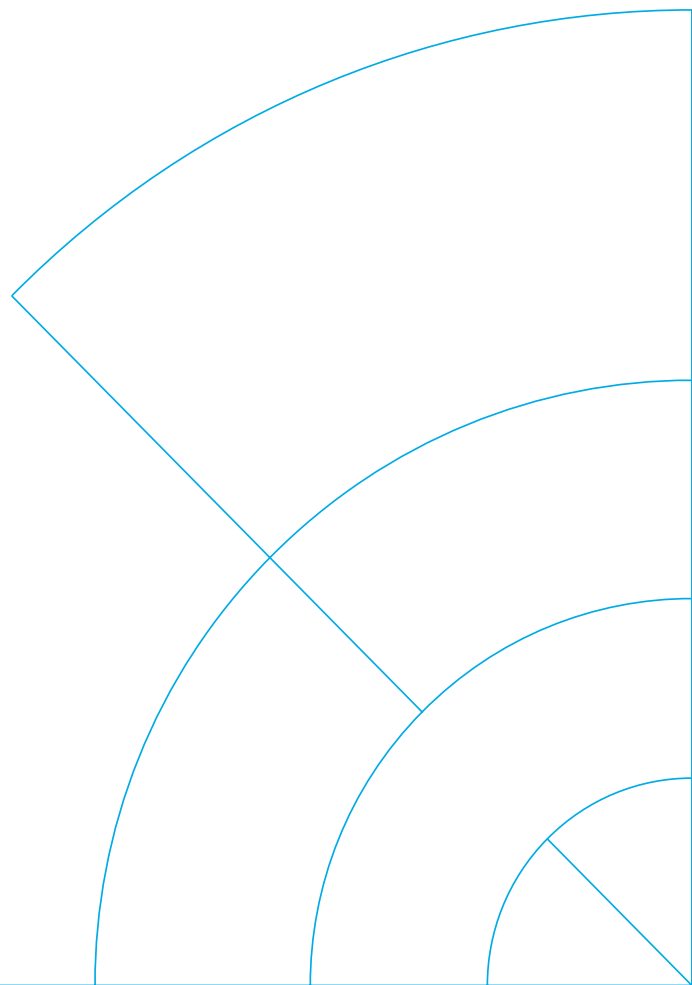
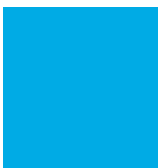
Note: The 2020 financial figures include the performance of ZonesCorp and MICCO as they merged with AD Ports Group in 2020.

We continued to invest in community projects, and this year it stood at an all-time high of 1.45 million AED. We firmly believe in giving back to the society and supporting the communities in every way possible for us.

These investments are made in alignment with the sustainability strategy we set in 2019.



Giving back to the society has been central to our sustainability strategy, and the increasing community investments are testament to our commitment to the welfare of the communities”



Robotics and AI for Increased Efficiency

Our finance vertical has embraced robotics and AI to improve the speed and efficiency of our processes and functions. RPA bots have now automated many unskilled and labour-intensive processes and functions including data entry and safety logging.

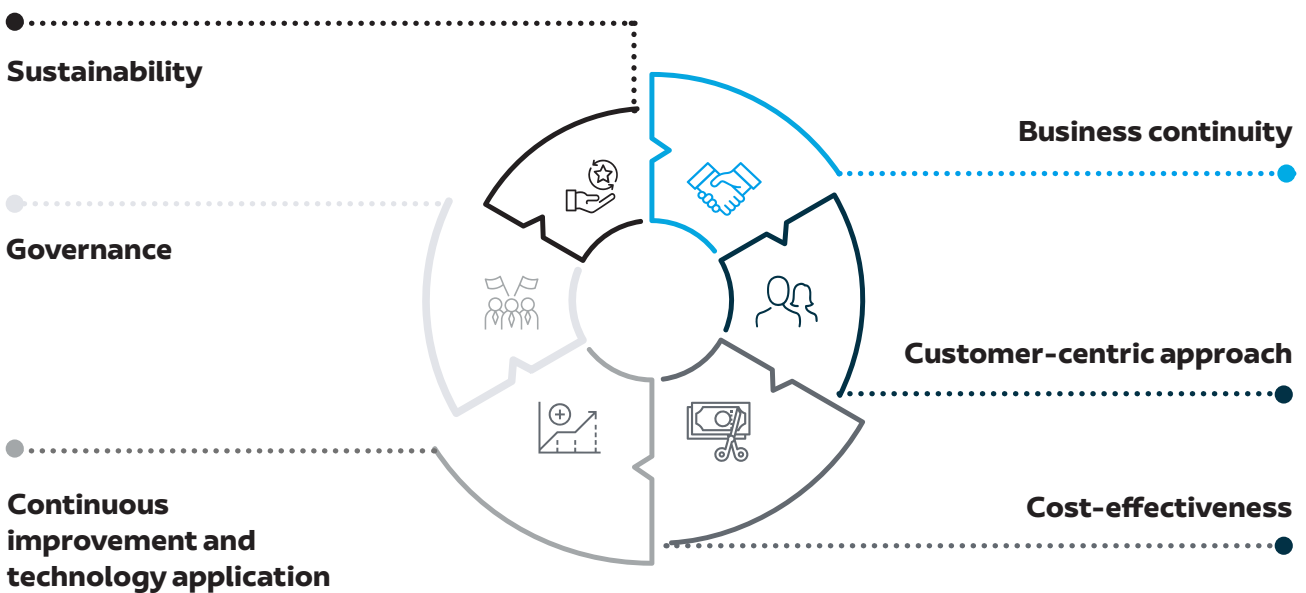
The handing over of these repetitive, tedious tasks to bots frees up many thousands of man-hours. This means we can now dedicate more resources to training our people to perform rewarding creative work that adds value to their lives and our business.



Sustainable Procurement

Our Corporate Procurement Division (CPD) provides procurement services to AD Ports Group and its clusters. It is dedicated to ensuring that all services secured, whether capital developments, consultancy services, operational services, or purchases, adhere to the Group’s

rigorous procurement strategy, policies, and procedures. This is achieved through the six strategic objectives described below, of which ‘Sustainability’ is of fundamental importance.



Tender Board

We have formed a tender board whose mandate is to ensure that the procurement process is duly followed, including compliance with the provisions of the Procurement Policy and the procedures set for procurement of goods and services.

It acts in an advisory capacity to the management to assist in the overall decision making process.



Ethical and sustainable procurement is central to our sustainability strategy”



To support our local economy, AD Ports Group has established a moral imperative to procure goods and services from local suppliers.

Over the years, this has established a symbiotic network of businesses driving economic prosperity of the UAE.

In ordinary circumstances, this ethos is pragmatic because most of our operations are undertaken locally.

Figure 08 : Number of suppliers

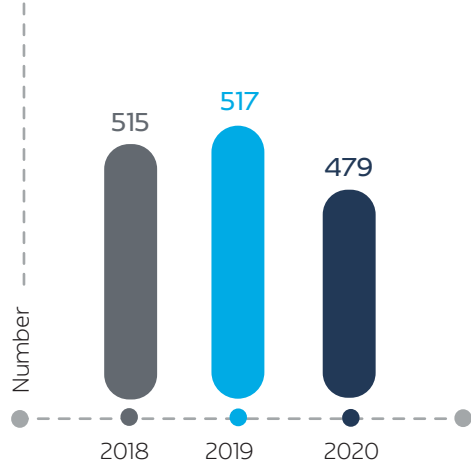


Figure 09 : Percentage of local suppliers

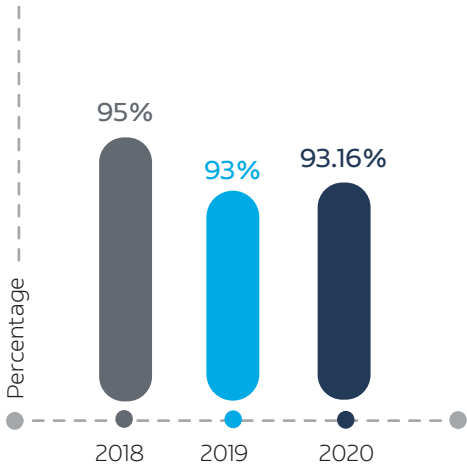
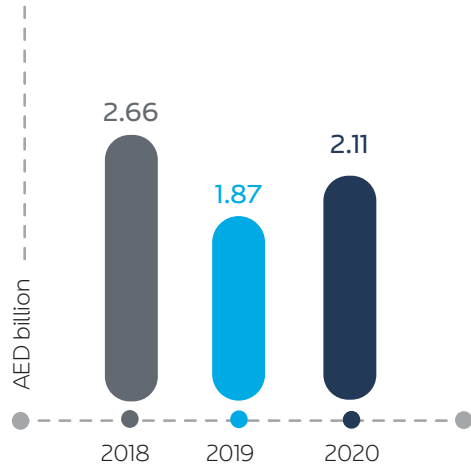


Figure 10 : Annual spend on suppliers







OUR RESPONSE TO COVID-19

OUR RESPONSE TO COVID-19 PANDEMIC



The pandemic continues to have a profound impact globally, we remain focused on continuing to safely operate our infrastructure and services with compassion and commitment to support the communities worldwide.



1,350
Workers covered by ports and maritime operations accommodation programme



846
Workers targeted for alternative workforce training programme



2,940
Employees adopted remote working procedures successfully



20,507
PCR tests conducted

It was December of 2019 when the Covid-19 started making its presence felt. For the first time in the history of humanity, the whole world stood still for days, weeks and then months.

“The global economy seemed downtrodden under the influence of the pandemic, and everything seemed gloomy for a while, but it was not the time to stop, but to take charge.”

AD Ports Group made it its mission to overcome this state of fear and lead with an example.

With the constant support from the authorities and employees, we unfurled the flag of hope and set

out to bring a positive change in the world. We coordinated our actions on three fronts:

- Ensuring seamless operations while keeping our employees safe and secure
- Supporting the government and front-liners in the management of the pandemic
- Spearheading logistical and storage support for COVID-19 vaccine



COVID-19 Crisis Management Team

We formed a COVID-19 Crisis Management Team that was tasked to analyse, act and mitigate risks associated with the pandemic. The team developed and implemented more than 10 processes to ensure that we function in the best way possible, considering the challenges brought upon by the pandemic.



Pandemic diseases response on board vessels calling at our ports.



Covid-19 disinfections for impacted areas.



Covid-19 confirmed cases evacuated and transferred into isolation facilities.



Accommodation arrangement and pcr test for workforce.



Facilitate ships crew change in abu dhabi emirate (inbound/ outbound).



Our recovery strategic process (Covid-19) "back to normal."



Emergency crisis business continuity budget.



Cruise business resumption strategic recovery plan.



Our event permit process (Covid-19).



Ports critical suppliers & contractor bc capability assessment.

Ensuring Seamless Operations while Keeping Our Employees and Customers Safe and Secure

Ensuring the well-being of its employees has always been a priority for AD Ports Group. During the tough times of the ongoing pandemic, keeping our employees safe and secure became an even more important mission for us.

Within our operations, we implemented the safety protocols recommended by the local authorities and the

World Health Organisation to keep our front-line staff and our customers safe.

Further, we issued a work-from-home policy facilitated by advancements in our IT infrastructure for remote access, which enabled our office-based people to work in the safety of their homes.



Supporting Our Customers and Investors

As the pandemic continued, it affected the business ecosystem around the world, including our customers and investors, specifically at the industrial zone.

During such unprecedented times, we announced several relief measures for both existing and new customers of KIZAD.



Existing Customers



Three months' rent deferment for the second quarter



Freeze on late payment penalties



Exemption from Tawtheeq fees



New Investors



Application fee waiver



Exemption on Tawtheeq fees



25% reduction in land lease rates for the first year



Relinquishing of land fixing fees for the new investors



Collaborating with the Government and other Organisations to Manage the Pandemic

We recognised the urgent need to support the government and healthcare organisations to protect our people and customers from transmission of the virus.

Several initiatives were planned and executed towards protection of the communities and boosting the morale of the healthcare workers.

Vaccination Centre at Our Cruise Terminal

To support the efforts in containing the spread of Covid-19 through immunisation, AD Ports Group allocated its cruise terminals to be used as a vaccination centre. We are

providing our full support to the government in speeding up the process of vaccination so that the spread of the virus can be stopped immediately.



Horns of Hope Initiative

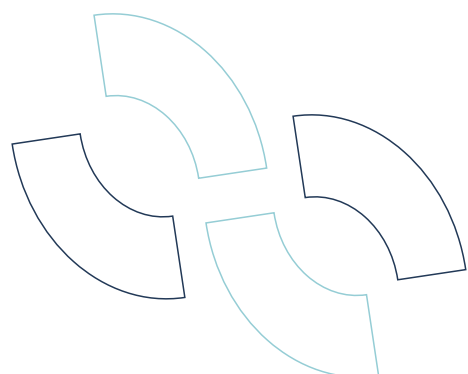
The “Horns of Hope” initiative by AD Ports Group started as an activity to recognise and appreciate the efforts of all the frontline workers, who are ensuring the delivery of food, medical supplies and other such important goods on day to day basis.

All the ships in harbours around the world were called out to sound their horns in 15-second bursts every evening to recognise the tireless efforts made by all the frontline workers around the globe.

While the AD Ports Group started this initiative to support the joint statement issued by International Maritime Organization - IMO and World Customs Organization -

Organisation Mondiale des Douanes, soon other ports and global maritime authorities joined the initiative and made it a global phenomenon.

We feel humbled by all the support the initiative has garnered from the global maritime authorities.



AD Ports Family We Care Initiative

The pandemic also affected our employees, and therefore we implemented the "AD Ports Family We Care" initiative, spearheaded by the Human Resources department. Under this initiative, a log of all our affected employees was

maintained, along with making sure that they have access to any medical or emotional support that may be required. This initiative also extended support to family members of our employees until they recovered.



Seafarers Vaccination Programme

In collaboration with the Department of Health, we administered the Covid-19 vaccination programme for the seafarers. Through the initiative 1,849 seafarers were vaccinated, reducing the risk of contracting and spreading the COVID-19 virus.



Hope Consortium

The Hope Consortium is a prime example of how the UAE is leading in delivering solutions, capabilities and facilities to help the world get through the global pandemic.

As part of the Hope Consortium, AD Ports Group, which has the Middle East’s largest capacities for cold chain and ultra-cold storage, has established a supply chain gateway connecting the world and ensuring seamless delivery of Covid-19 vaccines.

Vaccines are critical to the effort against the pandemic. They are fragile and temperature-sensitive, requiring a specialized and robust supply chain, backed by an advanced temperature-controlled storage hub made available by AD Ports Group. Ever since its inception in November 2020, Hope Consortium already sourced, stored

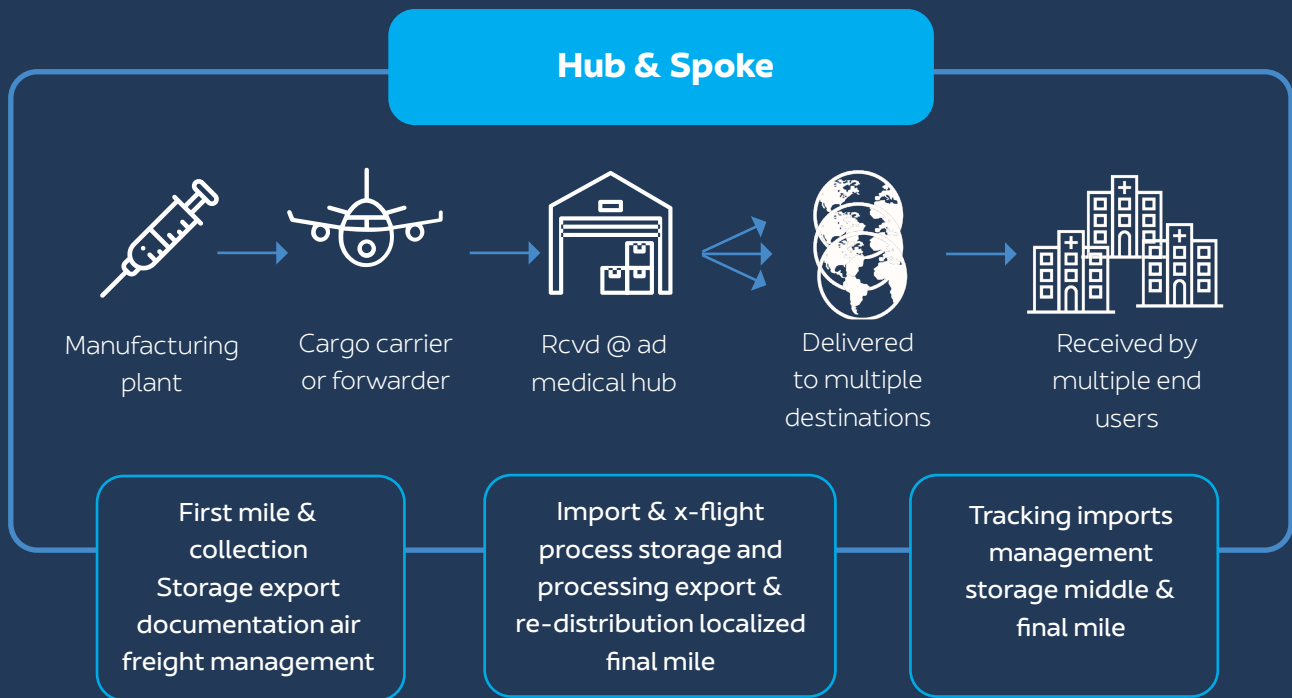
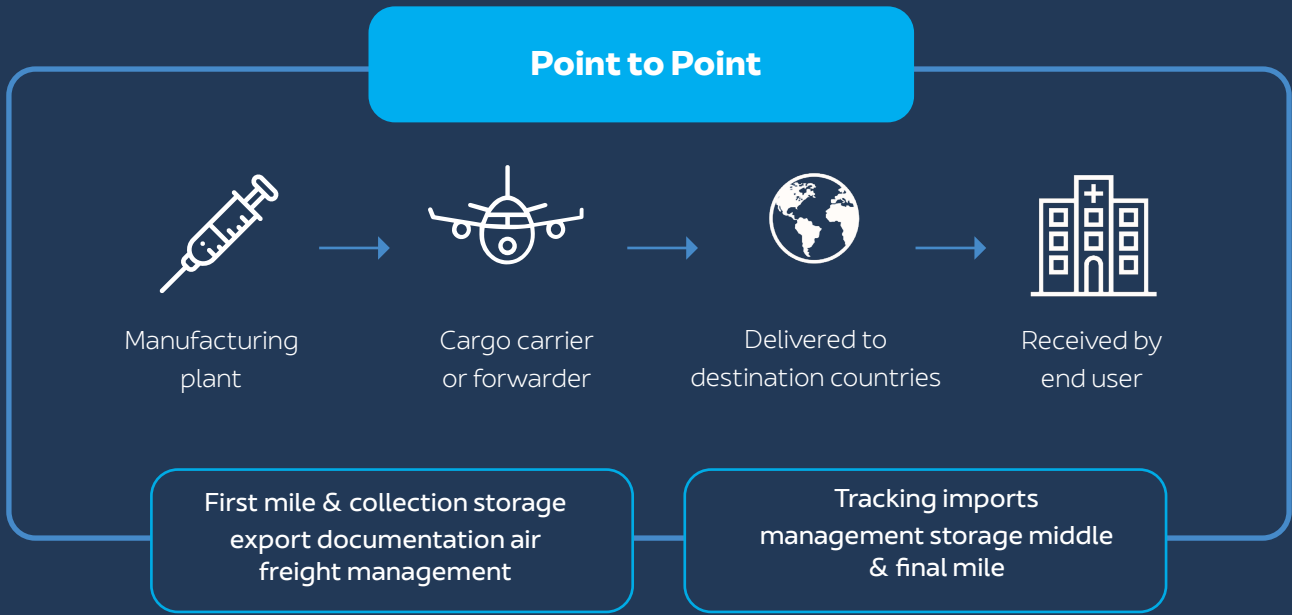
and distributed millions of vaccines worldwide, including to the MENA region, Africa, Asia, Europe, CIS, and South America.

Additionally, AD Ports Group’s subsidiary, Maqta Gateway, developed “mUnity” using the latest blockchain technology to manage and track every stage of the vaccine journey through the Hope Consortium’s supply chain, from the point of production to the point of vaccination. With pinpoint traceability and robust security, mUnity is not only helping distribute vaccines but also safeguard the hopes and lives of millions of people around the globe.

The Hope Consortium has emerged to become a prime example of the “Abu Dhabi Spirit”.



Providing holistic logistical solution to support Covid-19 Vaccination Programmes







SUSTAINABILITY THROUGH INNOVATION

SUSTAINABILITY THROUGH INNOVATION



Innovation, research and data-backed decisions are the key driving forces behind the phenomenal growth of AD Ports Group.



48
Million AED saved through innovative ideas

Without the element of innovation and constant improvements, a system can only be as efficient as it is in the moment. To accommodate the latest trends and become operationally agile, there is always a need to innovate, exceed and excel.



252
Innovative ideas implemented in 2020

The spirit of innovation becomes an even more important factor in the maritime and trade industry which is ever-changing and infused with challenges all around the year.



557
thousand AED Issued as rewards to those who came up with innovative ideas

Re-inventing the existing ways of doing business while looking out for new and more efficient ways has been a constant and continuous exercise for the AD Ports Group.

To foster innovation across our group we set up a R&D committee, launched the Ibtikar programme and integrated several innovative solutions. With a progressive and sustainable

R&D Committee

intent in mind, we founded our R&D Committee in 2017. The goal was to build an infrastructure to conceive, foster and execute innovative ideas in real-time business scenarios. From identifying mission and vision critical areas, to enabling researchers in bringing a positive change within the system to support our goals, the committee has done a phenomenal job.

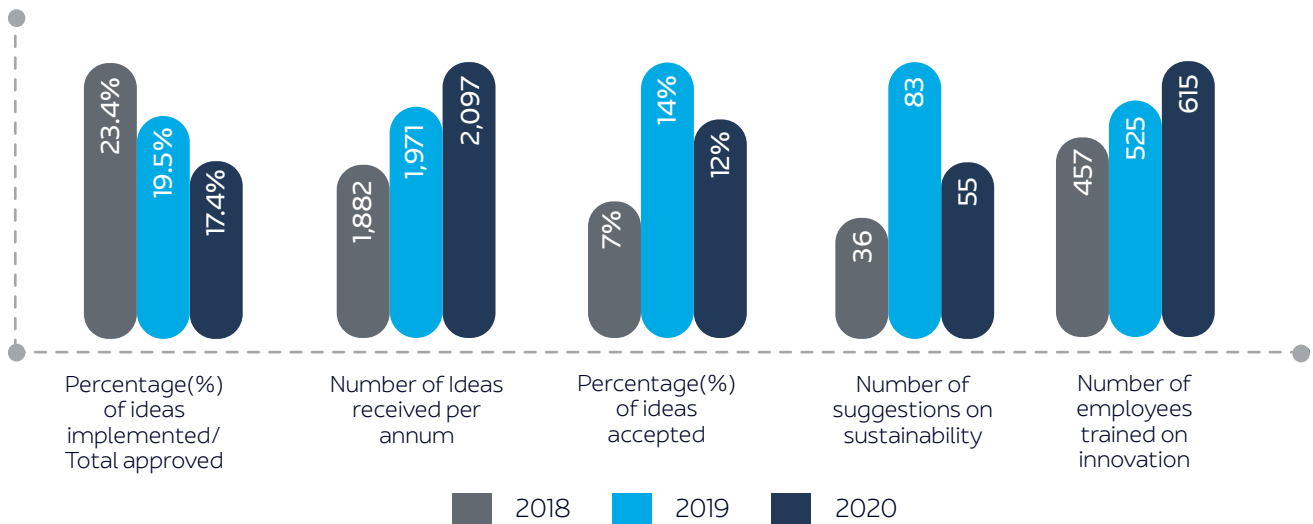
AD Ports Group allocates a dedicated budget for R&D purposes every year, and ensures that the funds are put to the best use with all-inclusive efforts from the teams across the organisation.

Raising awareness about the importance of technical and scientific research, publishing research papers and organising workshops to explain the ongoing research and developments are also tasks taken over by our R&D committee.

IBTIKAR Programme

IBTIKAR programme was kickstarted in 2013 to present a platform for the celebration of ideas and ingenuity in the maritime community. Since then, it has become a part of the success stories of various ideas and accolades. After becoming the first ports company in the world to be accredited by the IdeasUK in 2016, IBTIKAR has gone global

and is now fostering and promoting the most innovative and challenging ideas around the world. IBTIKAR presents an open stage for all people to share their ideas, get them evaluated and eventually realised in the most feasible way possible.



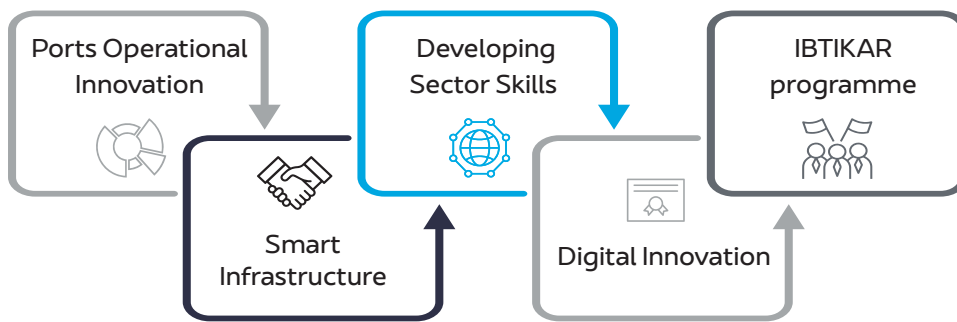
Awards and Accreditations

Innovation Leadership level 3 certification” by the Global Innovation Management Institute (GIMI),	
IdeasUK Platinum Accreditation	
Overall Idea of the Year from ideas UK - 2020	
Digital & Technology Idea of the Year from ideas UK - 2020	
Corporate Social Responsibility Idea of the Year from ideas UK – 2020	

Innovative Solutions

For us, unconventional thinking and futuristic outlook has been the key element of the unprecedented growth we have witnessed since inception. Today with the use of cutting-edge technology and ultra-modern automation

techniques, AD Ports Group is not only making it easier for its stakeholders and customers to do business, but is also setting an example for the worlds Ports and Industrial community to follow.



Innovation in Conservation

AD Ports Group has invested in a unique coral research & conservation project in the waters surrounding Khalifa Port, in a collaborative effort with the Environment Agency

- Abu Dhabi, New York University Abu Dhabi, and the consultants. Read more about the initiative in conserving biodiversity section of the report.



Ports Operational Innovations



Coil Forklifts

Better steel coil handling capabilities are unlocked by using coil forklifts, instead of using traditional crane hooks.



Remote Control Programme

Minimal to no human intervention is needed to operate Gantry Cranes ensuring maximum safety and optimal output.



Automated Stacking Cranes

This technology enables us to make the best use of stacking space while enabling easy retrieval when needed.



VTS Centralisation

By bringing all critical data and workflows on a single platform, this system allows Khalifa Port authorities to optimise staff and assets allocation in the best way possible.



Auto-Rostering System

From reading shipping line schedules, prioritising tasks to delegating them to the employees, this system does it all on auto-pilot.



Terminal Operation System

Easy movement and efficient storage of cargo within the terminal is ensured with advanced automation using 'TOS'.



Patented Fuel Additive

Evaluation of a patented fuel additive to reduce carbon emissions and fuel consumption was undertaken on MICCO trucks resulting in commendable savings of over 20% in fuel consumption and reduction of carbon foot print.



Permeable Concrete

Innovative permeable concrete was tested and introduced at Khalifa Port which has helped to eliminate flooding and stagnation of water.



Surface Coatings

Two different types of coatings were tested in different environments in Zayed Port, including live work spaces and test containers, to reduce the consumption of electricity to cool the inside of the test site. Results from both tests indicated savings of over 30%.



Aerial Drones

To ensure 360-degree surveillance and security, unmanned drones are deployed over land, sea and areas without CCTV coverage at Khalifa Port facility.



Port Gate Automation

With an advanced Gate Management System (GMS) enabled with online clearance and ePass functionalities, the downtime period during container vehicles entry at KPCT has been brought down to 8 secs from 30 secs, which is 4X faster.



Digital Innovation

At AD Ports Group, it has been one of our ambitions to invest in and propagate cutting edge technology for use in the maritime trade community. This ambition was realised when we laid the foundation of the first of its kind – Port Digital Innovation Lab in the Middle East.

With the setup, we aimed to cater to the needs of disruptive technologies such as AI, Cyber Security and the use of robotics to optimise operations and positively impact the pillars of sustainability.



Maqta Port Community System (MPCS)

An online community portal that is facilitating the exchange of real-time information amongst port stakeholders, customers and government entities, and is paving the way for accelerated growth, while allowing the customers to track their shipments from anywhere anytime



The 'Masaha' Application

Masaha is an advanced application that lets KIZAD customers access and use all services provided by the subsidiary. Using the App, one can apply for services, set up a business and track the real-time status of his applications.



mUnity

A platform built using the latest blockchain technology, which can track every stage of vaccine delivery right from the production unit to the final vaccination centres.

It also extends an opportunity for the UAE residents to become certified intellectuals, analysts and researchers in the supply chain, track-and-trace and other such important upcoming fields of interest.

We recently opened up an opportunity for Emirati Women with technical background to participate in the development of first of its kind digital platform for logistics. To know more about this initiative, please refer "Our People Our Strength" section of the report.



Silsal

Silsal is the first blockchain technology developed by the Digital Innovation Lab of AD Ports Group and is aligned to be offered for use initially to the freight forwarders, and then is set to eventually become a complementary tool of mPCS (Maqta's Port Community System).



The 'Manara' Application

This mobile application serves as a tool to get the real-time status of the shipments for all the registered users of Maqta's Port Community System.



Developing Sector Skills



Design Thinking Courses

This course has been made available to our employees, which teaches the methodology applied to the design of innovative products and services, whose main premise is focusing on the customer in order to detect their real needs, continual validation and iteration so as to offer exactly that solution which provides value.



Truck Driver Simulator

This simulator helps truck drivers in understanding several safety aspects of driving ensuring all driving regulations are followed at all times.



Maritime Training Simulators

The Maritime Academy uses cutting-edge simulators creating a real-time training environment for students and maritime professionals. Supply chain vessel training through simulators is one of its kind in the GCC and is headed by veterans of the industry.



Fire Simulators

Different fire hazard situations are virtually created to train the employees using the system. It provides a safer yet very comprehensive and real-time training experience.



Global Innovation Management Institute Certificate

GIMI Level 1 : Teaches the use of idea generation tools in breakthrough innovation and how to apply them in creating better innovative ideas.

GIMI Level 2 : Applies learning to a real-world issue or challenge on generating new growth ideas or opportunities for the organisation.

GIMI Level 3 : Provides a clear understanding of the innovation management techniques that an innovation manager needs to succeed.

Smart Infrastructure



Hot Metal Rod

It is an environmental benchmark, offering delivery of aluminium in molten form to downstream companies and saves energy and GHG emissions.



Modular Path

To ensure hassle-free movement of ultra-wide equipment between investors and Khalifa Port, an eight-lane roadway has been constructed. Reduced Traffic incidents with lesser noise and air pollution have been key benefits of this development.



State of the art Environmental Monitoring systems

Multiple air quality and marine water quality stations have been installed to ensure that our environmental impacts are monitored and managed.



Environmental Breakwater

An environmental breakwater was built at Khalifa Port to safeguard Ras Ghanada coral reefs.



Marine Debris Remover

SAFEEN has built and employed unique marine debris cleaning boat and has removed several hundred tons of marine debris to date.





**OUR PEOPLE
OUR STRENGTH**

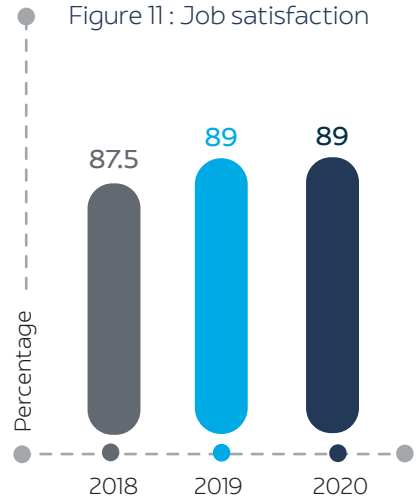
OUR PEOPLE OUR STRENGTH



Our ability to attract, grow and retain the best talent and a diverse team is fundamental to our success.

We value our people with sustained investments in talent acquisition, employee well-being, learning and development, and equal opportunity.

Figure 11 : Job satisfaction



89%
Job Satisfaction



42%
Women employees



61%
Emiratization

“We are proud to be the first organisation from the Middle East region to receive the prestigious Investors in People (IIP) Platinum accreditation.”

IIP is an international standard for people management.

Employees satisfaction is one of our key performance indicators, and therefore, satisfaction surveys are undertaken each year. Through consistent engagement and well-being initiatives, we have sustained a high job satisfaction percentage amongst our employees.

Investing in Personal Growth

Our employees are our strengths and by creating and fostering a learning culture through continuous skill development, we ensure their personal growth. We make sure that our employees are enthusiastic knowledge seekers. Similar to previous years, we continued with

our learning programmes depicted in the graphic below. Additionally, we partnered with Coursera and Harvard Manage Mentor to enhance the portfolio of training that we can offer to our employees and community.

Skill's Bank-

A knowledge sharing programme where skills, expertise and qualifications of employees are documented, who then impart their skills and knowledge to peers through a knowledge sharing process.

Nawras- Initiatives focusing on training UAE Nationals for operational roles at our Ports.

Pier- Ports International Executive Road Programme has been designed to prepare our employees' for top leadership positions.

Cadetships For Emirati Students-

Giving firsthand experience and hands-on training to aspiring maritime students.

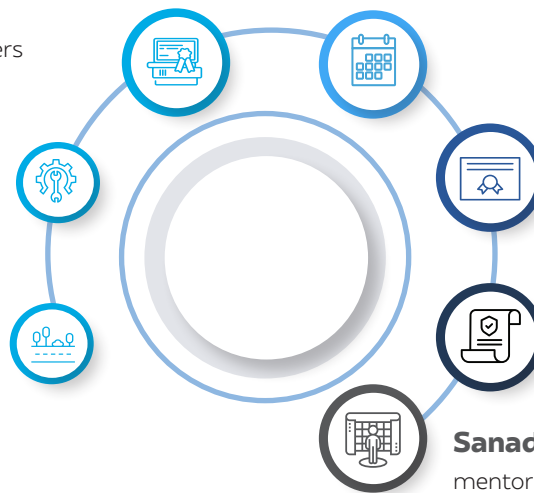
Kafu-

The employee reward and recognition programme.

SQA Accredited Centre-

Offering qualifications and skills that help in advancing employability.

Sanad Programme- Through this mentoring programme AD Ports Group facilitates UAE national professionals to gain insight and knowledge from our organisation's experienced employees.



Harvard Manage Mentor

At AD Ports Group, we are proud of the stewardship provided by the management skills of our leaders. We have partnered with Harvard Business Publishing to provide our leaders with access to Harvard Manage Mentor. Harvard Manage Mentor is amongst the most regarded on-demand leadership skills development resources available.

The platform delivers 42 major business topics ranging from employee development to stress management. Having access to a valuable resource such as this, will ensure that our employees are able to address critical management issues and much more.

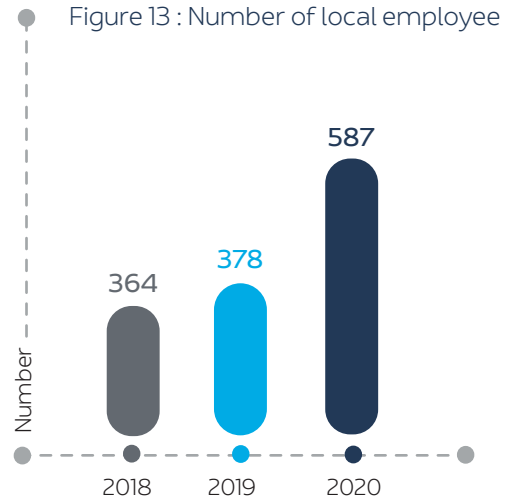
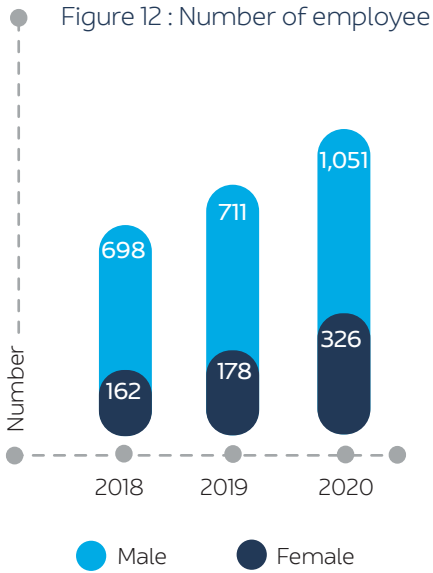
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Self-Paced Learning Platform

The Learning and Knowledge Management team at AD Ports Group has partnered with the Abu Dhabi School.

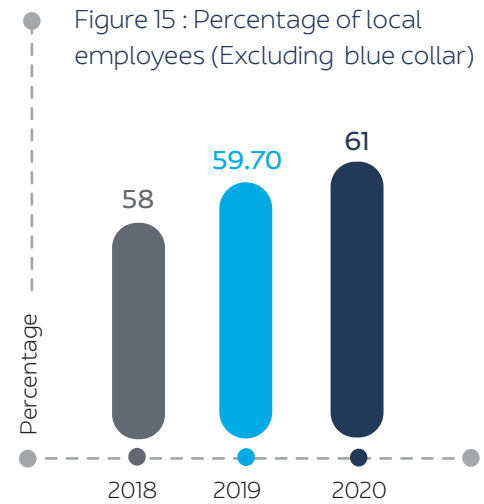
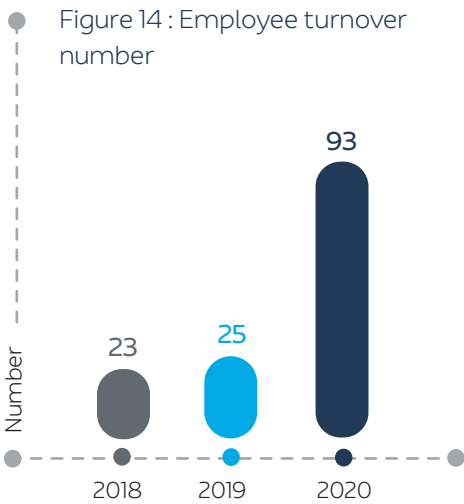
This collaboration has provided our employees an opportunity to access more than 3,800 courses curated by the world's top universities through 'Coursera' (a self-paced learning platform).

It has enabled our employees to keep learning even in times where face to face learning opportunities are limited and restricted.



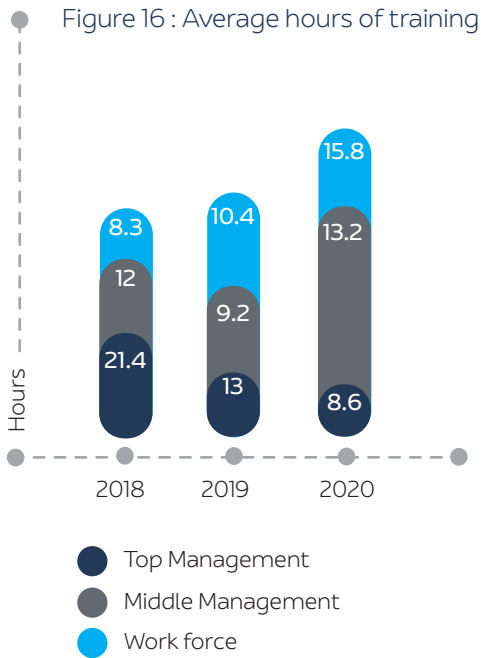
The graphics above demonstrate how our consistent efforts towards nationalisation are paying dividends. We are making great progress to meeting national

requirements and will strive to improve upon these results year-on-year without compromising diversity.

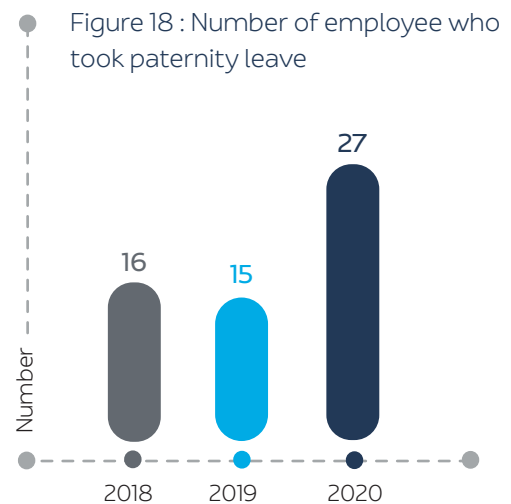
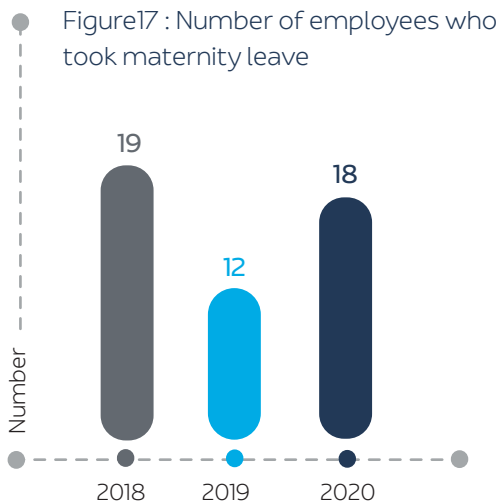


The graphics above demonstrate how our consistent efforts towards nationalisation are paying dividends. We are making great progress to meeting national

requirements and will strive to improve upon these results year-on-year without compromising diversity.



Nationalisation, Diversity and Training are the key priorities of our people management framework.”



We believe that time off for parenthood is a right and responsibility of both parents. Which is why, as per local

regulations, we support all of our employees to take the maternity, or paternity, leave they are entitled to.

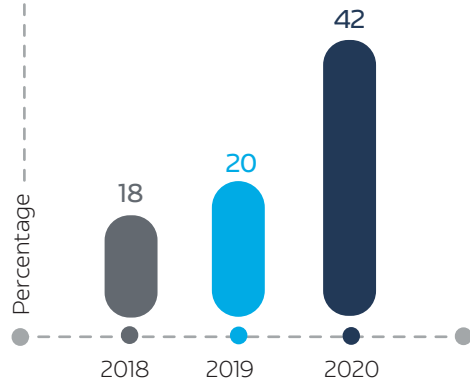
Diversity and Inclusivity

Diversity and inclusivity are at the core of our beliefs and principles. As a supporter of the UNSDGs and UNGC principles, we ensure that our employees are passionate, unprejudiced people of all genders, abilities, and ethnicities. Our team comprises of people from over 50 different nationalities. Being an equal opportunity employer and having employees from all strides of life, expertise, and experiences, has enabled us to provide fresh perspective and pioneering solutions.

In our endeavour to enhance the number, and satisfaction of women employees at the AD Ports Group, we have launched several initiatives. Advanced Trade Logistics Graduates and Pathway20-Aurora 50 are two such initiatives launched this year.

Our efforts to ensure that people of determination felt equally satisfied at our organisation, drove us to launch a sign language course for all our employees.

● Figure 19 : Increase in women employees



One of our greatest moments of pride in 2020 was the achievement of 42% women representation amongst our employees as a result of hiring as well as mergers we went through in 2020.



Sign Language to Break Barriers

As an organisation, we are committed to providing equal opportunity at AD Ports Group, especially to people of determination (PoD). It is our constant endeavour to include PoD within our workforce. Adhering to our principles and belief in inclusivity, we encouraged our team

members to participate in sign language classes during the International Week of the Deaf. This initiative will help enhance communication amongst our employees and support the integration of PoDs within our workforce.



Female Representation on the Board

In alignment with Sustainable Development Goal 5, Gender Equality, Pathway20-Aurora 50 was launched as an effort to increase board-level female representation in the UAE.

We strongly believe in empowering women and working towards gender equality. Our partnership with Sheikha Shamma bin Sultan bin Khalifa al Nahyan's Pathway20-Aurora 50 initiative has given an opportunity to two of our female leaders to get professional coaching and mentorship.

This will support them in accelerating purposeful and successful board careers.

Nurturing Prosperous Communities

In line with our commitment to the United Nations Global Compact’s principles of responsible business and the UN’s Sustainable Development Goals (SDGs), we have developed a comprehensive corporate social responsibility (CSR) framework to deliver meaningful impact for our communities.

Our CSR framework spans five pillars: Health, Volunteering, Philanthropy, Education and Environment. Their purpose is to deliver a wide range of benefits that improve our communities’ health, wealth, life chances and environment.

● Health

Ensuring good health and wellbeing of our communities is fundamental to our CSR framework. Our initiatives include, blood donation drives, health check-up camps, awareness campaigns, etc.

● Volunteering

We encourage our employees to participate in AD Ports Group CSR activities. By participating, our employees can easily connect with communities while at the same time, help to strengthen the bond between AD Ports Group and its external stakeholders.

● Education

We set aside an annual budget to support the community through donations and support for various not-for-profit organisations.

● Environment

By raising awareness and organising activities, our CSR initiatives address the issues of climate change and marine biodiversity.

● Philanthropy

We set aside an annual budget to support the community through donations and support for various not-for-profit organisations.





We are proud that our efforts under these five pillars have been recognised externally for delivering the highest standards of sustainability and ethical business practices.

In 2020, we became the first ever Middle Eastern company to be awarded Gold Accreditation for excellence in Corporate Social Responsibility (CSR) from the UK-based CSR Accreditation (CSRA).”



100+

CSR initiatives executed



120K+

Lives positively impacted



100+

Volunteers mobilised

CSR Initiatives

Junior Captain Programme

The Junior Captain Programme is an innovative initiative that aims at educating school children on career opportunities that exist within the maritime sector. Students that visit the Maritime Academy campus get to interact with maritime professionals and receive hands-on experience in operating various equipment. To date, hundreds of students have participated in this joint Maritime Academy, SAFEEN and CSR Department conducted programme.

Earth Hour

In support of inspiring global initiatives such as Earth Hour and to demonstrate our commitment to protecting the planet, we created and shared a video of our social media channels featuring our efforts at energy saving across our facilities.

Advanced Trade Logistics Graduates

Gender equality is a fundamental human right and is an important pillar of our sustainability strategy. We are working on several fronts that focus on female empowerment. One of our key strategic initiatives that focuses on Emirati women is the Advanced Trade Logistics Graduates programme (ATLG). The initiative, under the patronage of Her Highness Sheikha Fatima Bin Mubarak, was launched on Emirati Women’s Day to provide unique opportunities for Emirati women with technical/digital backgrounds to kick-start possible careers in the IT/digital sector.

Under the initiative, Emirati women who are graduates or senior students are furnished with work placement within Maqta Gateway to assist in developing the region’s biggest single-window trade platform: Advanced Trade and Logistics Platform (ATLP).

Through these opportunities, young, aspiring women gain real-world technical experience that gives them a competitive edge when they formally pursue their chosen profession.

413-1



Back to School with Red Crescent

AD Ports Group, in cooperation with the Emirates Red Crescent Authority, launched an initiative to distribute 500 school bags to support children in needy families and bring joy and happiness to their hearts.



Marsa Mina Project

The Marsa Mina project, which is set against the stunning backdrop of Abu Dhabi's Cruise Terminal at Zayed Port, exemplifies our commitment to community wellbeing.

It is now well-established as one of Abu Dhabi's primary landmarks, and as a platform for both leisure and commercial activities.

Charity Café

We continued our longstanding partnership with the 'Make a Wish' Foundation by opening the Make a Wish Café within Marsa Mina. All proceeds from the café are donated to children suffering from critical illness.

Tajer Marsa Mina

Under this initiative, two containers were converted into eight shops, one of which is dedicated to promoting products created by people of determination. The initiative was implemented in cooperation with the Dar Zayed Higher Organization for People of Determination, autism centres, as well as other charitable institutions. Additionally, we have dedicated three shops in Marsa Mina for start-ups to develop their business in rent-free premises.

413-1







**RESILIENT AND
SAFE OPERATION**

RESILIENT AND SAFE OPERATION



Making a safe and secure workplace available for our employees, customers and visitors is at the top of our sustainability agenda.



83%
Decrease in LTI
Frequency rate

It is AD Ports Group’s duty to ensure that everyone within our boundaries is protected by stringent health and safety measures. We strive to go above and beyond our national and international Health Safety & Environmental (HSE) obligations.

operating boundaries, along with procedures and plans to ensure that safety incidents are avoided as much as possible.



83%
Decrease in serious
injuries

Our commitment to achieving the outcomes above is demonstrated by the development of our Integrated Health, Safety, Environmental and Business Continuity Management System (IHSE & BC MS), which aligns with the requirements ISO 45001:2018, ISO 14001:2015 and ISO 23001:2012 international standards.

“Our IHSE MS framework has been developed to maintain workplace health and safety alongside environmental performance. This protects our people and local communities from hazards resulting from our operations.”



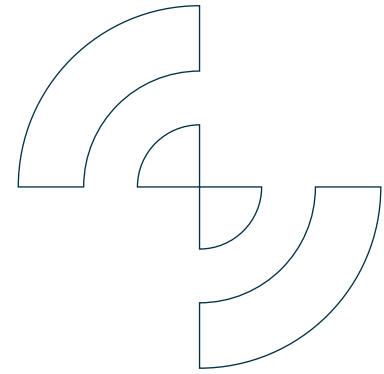
325%
Increase in
Manhours worked
without LTI

We also comply with the requirements of the Abu Dhabi Occupational Safety and Health Centre (OSHAD) and the Department of Transport for Abu Dhabi as the Sector Regulatory Authority. Through our ISHSE MS, we have identified and classified all safety issues within our









18%
Increase in Manhours
worked





The Robust IHSEMS Framework Aims to Achieve the Following Outcomes:-

-  Establishment of effective, structured health and safety and environmental performance
-  Allocation of resources to achieve HSE monitoring and objectives
-  Proper planning of health and safety and environmental objectives
-  Effective communication of HSE and environmental performance
-  Transparency to customer and other interested parties
-  Compliance with regulatory obligations

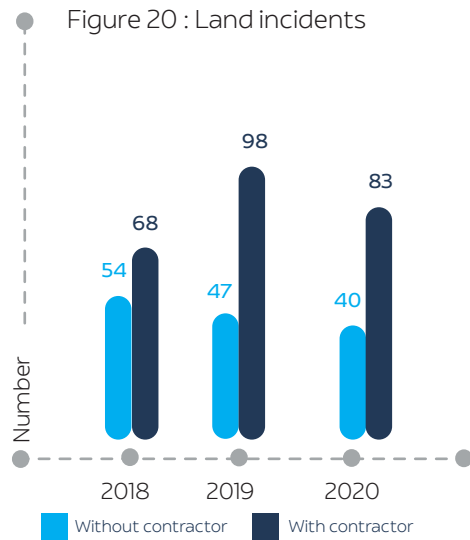
Health and safety is also ensured through regular training and awareness of our employees, contractors and visitors. These include HSE campaigns, orientations, and safety drills involving the stakeholders who are a t greater

health and safety risk due to the nature of their work. In 2020, we had identified critical safety performance indicators and had set Group-wide targets for them. These included the following:

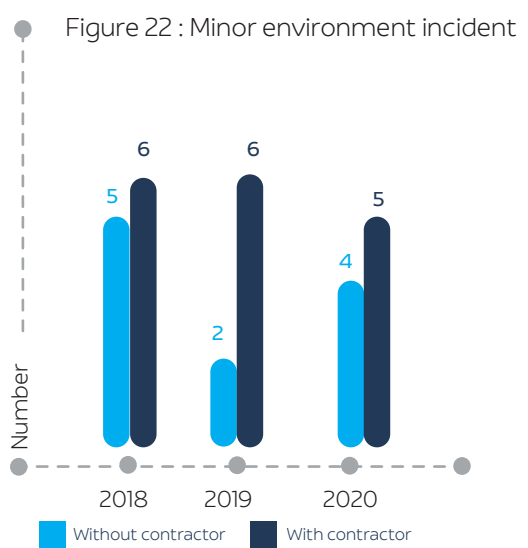
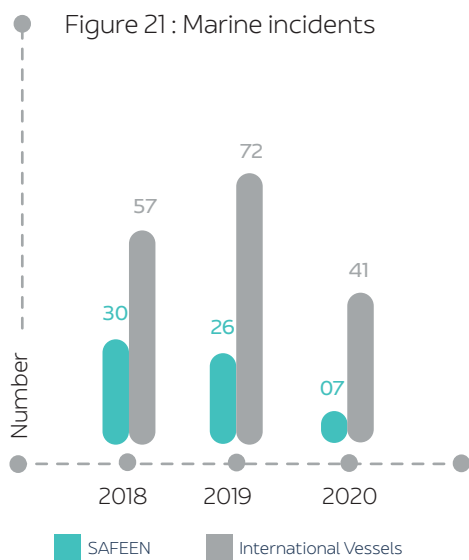
KPI	Performance
Land incidents	40
Marine incidents	7
Serious injuries	1
Lost time injury	1
LTI frequency rate	0.18
Man-hours worked (million hours)	5.54
Man-hours without LTI (million hours)	4.93
HSE observations	12,488
Total recordable injury	4



This year we have expanded the scope of safety disclosures to include the performance of our contractors, unlike previous years where we reported only on AD Ports Group's operation."



Our continuous training awareness and rigorous internal audits have brought in several positive outcomes. Land incidents have decreased by 26%. Minor environmental incidents have also reduced by 20% and marine incidents have reduced by 76%.



Note: Throughout our sustainability report 2020, the current year performance has been compared with that of 2018 and percent increase and decrease have been reported accordingly

Figure 23 : LTI frequency rate

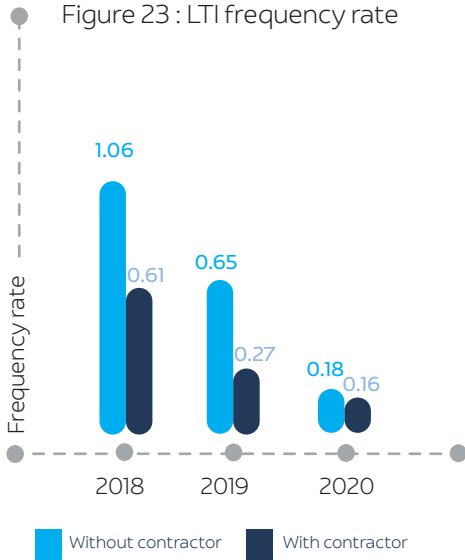
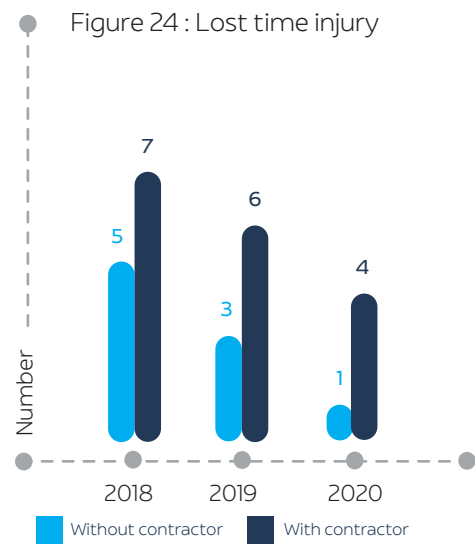


Figure 24 : Lost time injury



The lost time injury which includes time lost due to an employee missing work, because of an injury, disability or fatality is considered one of the most important safety performance indicator at AD Ports Group. Our HSE department is proud to report that LTI frequency rate

has dropped from 1.06 in 2018 to 0.18 in 2020, additionally there has been a decrease of 80% in lost time injury. We have also been working continuously with our contractors to raise their HSE performance, resulting in bettering our contractors HSE performance each year.

Figure 25 : Serious injuries

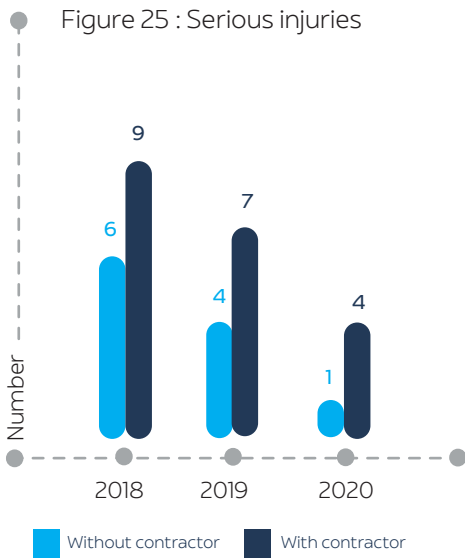


Figure 26 : Total recordable injury

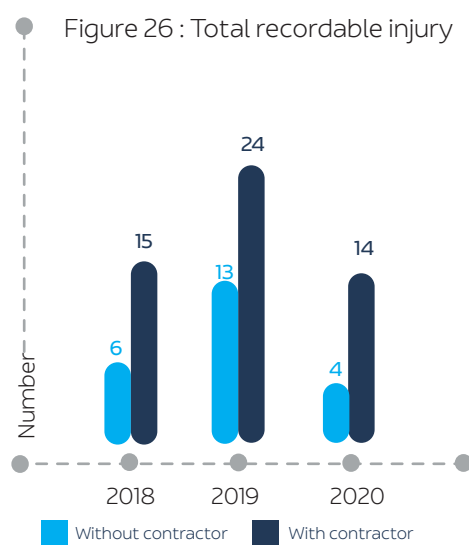
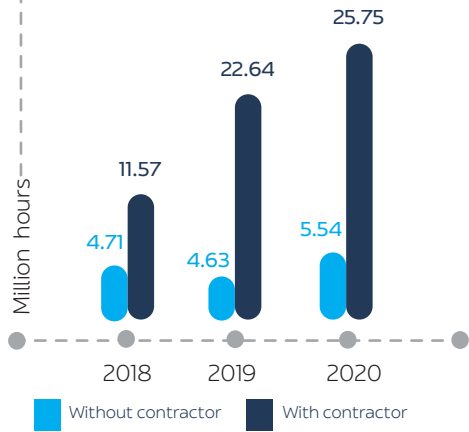
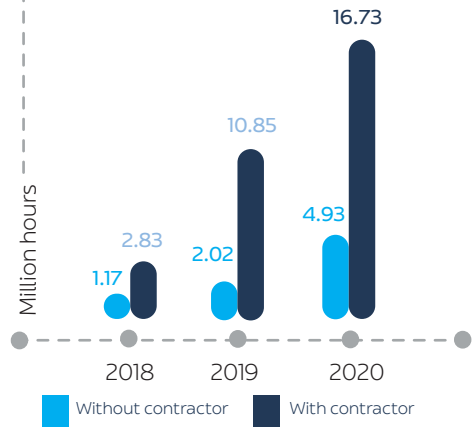


Figure 27 : Man-hours worked



Although the year 2020 posed huge challenges to all businesses, yet we were able to overcome these and outperform our man hours worked in the previous year and posted an increase of 17.9% in man hours worked.

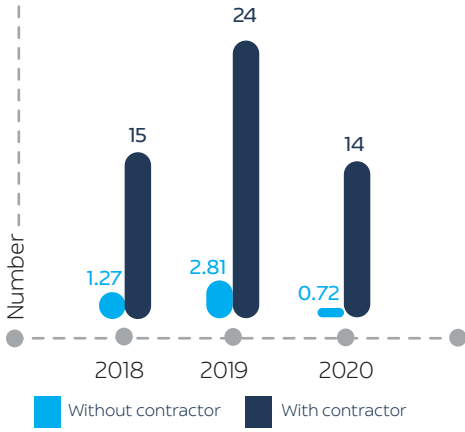
Figure 28 : Man-hours without LTI



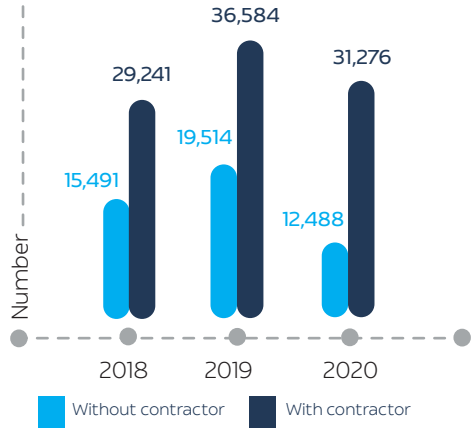
It is also heartening to see that man-hours worked without LTI has also seen a multi-fold growth of 325%, further cementing our position as an organisation where the safety of our people and assets is of prime importance.



● Figure 29 : Total Recordable Injury Rate



● Figure 30 : HSE observations



Third Annual NEESHAN Awards

This year we continued with the annual NEESHAN awards, despite the challenges due to the pandemic. The event was hosted for the first time as a digital event.

The award was held in the same month as World Day for Safety and Health at Work.

NEESHAN award aims to recognise the continued efforts by the AD Ports Group’s internal departments, as well as customers, partners, and individuals within the local community, to introduce and embrace a robust HSE culture within their organisation. Through this initiative we also raise awareness and promote knowledge on global HSE best practices across the emirate of Abu Dhabi.

This year’s NEESHAN Awards featured three main categories and 19 subcategories that comprised of eight ‘Business Subsidiaries’, six ‘Customer’ and five ‘Individual’ HSE Awards.

This year’s winners were evaluated and selected by an independent committee that weighted each finalist against a set of global standards and key performance indicators that highlighted the extent at which best HSE practices have been adopted and embraced across an organisation.

Health and Safety in the Heat Campaign

In the summer months, our climate presents a significant hazard to our people who work outside.

The seventh annual initiative ran from 15 June until 15 September 2020, and aimed to help outdoor workers and visitors across ports and industrial zones avoid heat-related illnesses as well as take necessary precautions with respect to COVID-19.

Over the course of three months the campaign provided e-training and awareness sessions on self-care and detection of illnesses. We carried out body composition analysis using an ‘InBody’ analyser to measure body water content, and also distributed beverages and water bottles.

In 2020 we successfully achieved all our targets for implementing the safety in heat management programme for our employees and stakeholders as we realised zero LTI due to heat related illness.

This meant we subsequently reduced the impact of heat stress during the peak hours of the summer season.



121
E-Training Sessions
Conducted



212
HSE Tour, Site Visit &
Gifts Distributions



ZERO LTI
Heat Stress Related
Incidents



25
Management
Walkabout

The SENYAR HSE Observation App

We developed and launched a new mobile application called the “SENYAR HSE Observation mobile application”. This app enhances efficiency and eases the way we have been identifying and recording HSE observations. The features of the app include:



Assisting in reporting hazards and unsafe conditions or activities/ act



Initiating proactive and corrective action to avoid incidents and consequences



Awareness of issues with a negative environmental impact



Improving safe behaviour and demonstrating our commitment to safety and responsibility



Enhancing risk management efficiency



Reducing the Total Recordable Injury Rate (TRIR)



Improving HSE control

The app is available for all employees and can be accessed through the AD Ports Group IOS and Android App Store. We believe the integration of technology will go a long way in improving our HSE performance.

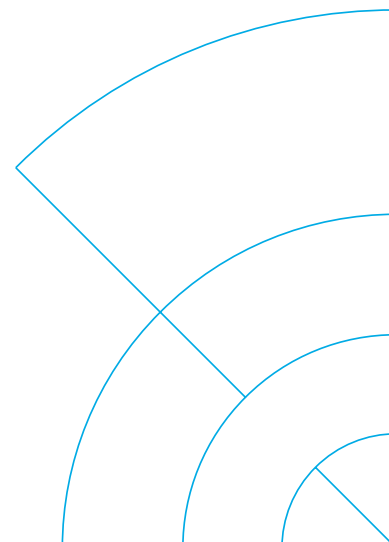
Development of the Integrated Management System

Last year we launched an organisation-wide initiative to incorporate our different management systems into the Integrated Management System (IMS). The IMS was successfully developed, tested and deployed 22% ahead of the deadline and achieved synergy savings of AED 2 Million over a three-year certification cycle.

The project's scope covered the six ISO standards including the IMS Policy, Manual and Operating Procedures. This accreditation includes the following management standards:

- Quality (ISO 9001)
- Business Continuity (ISO 22301)
- Occupational Health & Safety (ISO 45001)
- Environment (ISO 14001)
- Asset Management (ISO 55001)
- Information Security (ISO 27001)

Our Excellence Management and nominated task force members led the initiative and it was carried out as an internal Business Excellence Improvement Project, without any external support. AD Ports Group and its operating business clusters are now all certified and compliant with the Standard International Accreditation Forum (IAF) requirements. The success of this project demonstrates our firm commitment to innovation and excellence.







ENVIRONMENTAL PROTECTION

ENERGY AND EMISSIONS



Our Energy and GHG Management framework is underpinned by improving efficiency, embracing innovation and integrating renewable energy across our value chain.



12%
Decrease in electricity consumption intensity for container terminals

The world economic forum’s Global Risk Report 2020 identified failure to mitigate and adapt to climate change as the topmost concern; placed as the number one risk by impact and number two by likelihood over the next 10 years. Climate change is hitting harder and accelerating faster than predicted.

fuel to power equipment and vehicles. It is encouraging to report that our materiality assessment revealed that energy and GHG emissions are one of the greatest concerns for our stakeholders. Because of this, and the reasons above, we are working diligently to monitor and reduce our consumption of energy.



17%
Decrease in GHG emission intensity for bulk cargo volume at Zayed Port

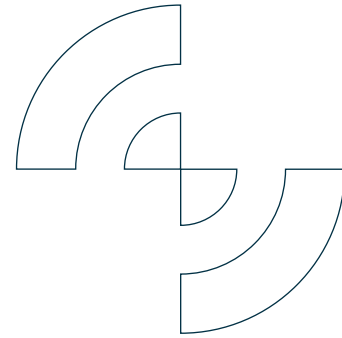
“We at AD Ports Group are aware of the responsibility we shoulder towards mitigating climate change.”

Nevertheless, the monitoring of our electricity consumption has revealed year-on-year decrease in intensity terms. This is a significant achievement considering that electricity is the most significant fossil fuel based energy that we consume at AD Ports Group.

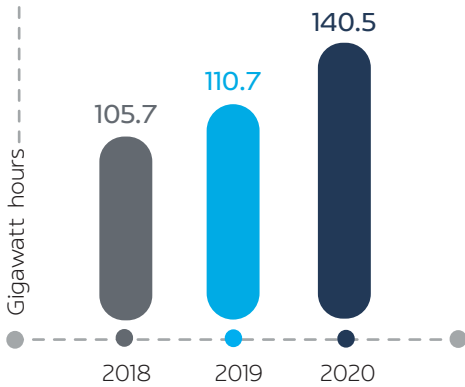


10.5%
Decrease in fuel consumption per TEU

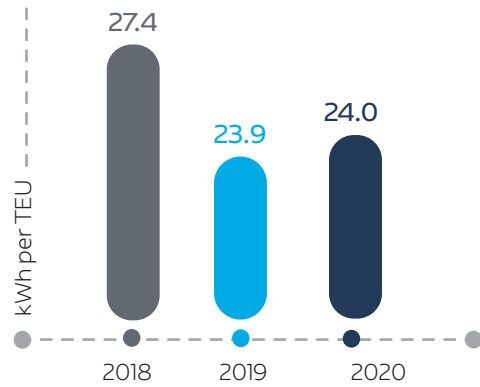
Energy consumption across our operations is the most significant contributor to GHG emissions. We have set a robust energy management system wherein we continuously monitor our energy consumption and seek ways to reduce our energy intensity and dependence on fossil fuels. The main sources of energy consumption within our operation include electricity consumed within our ports, offices, warehouses and



● Figure 31 : Electricity consumption for all ports, terminals and AD Ports Group facilities within the industrial zones

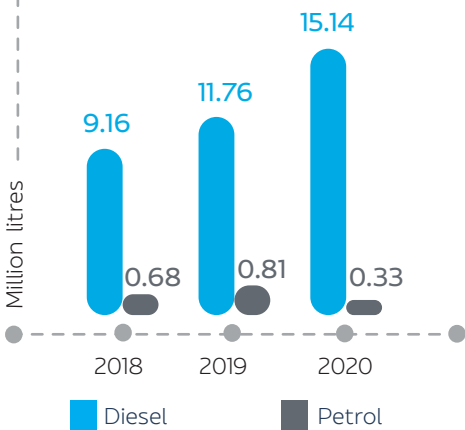


● Figure 32 : Electricity consumption intensity for container terminals

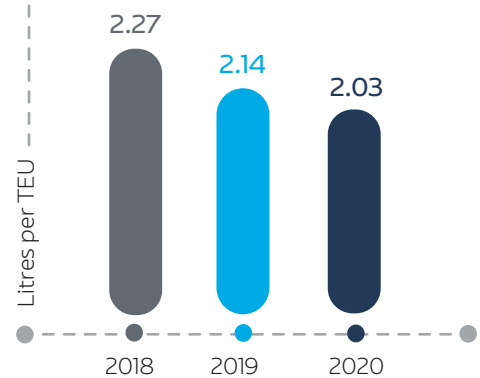


Note : 2018 and 2019 figures include electricity consumption intensity for ADT, whereas 2020 figures include ADT as well as CSP Abu Dhabi terminal.

● Figure 33 : Fuel consumption (diesel and gasoline)



● Figure 34 : Fuel consumption intensity per TEU



The acquisition of MICCO in 2020 resulted in the corresponding fuel consumptions being added to our reporting boundary. Additionally, we expanded our reporting boundary to include CSP Abu Dhabi terminal, thereby further increasing our reported energy

consumptions compared to that of previous years. However, it's worth mentioning that the fuel consumption intensity for container terminals reduced by 10.5 % owing to the adoption of energy efficient interventions .

Our GHG emissions are estimated using the GHG Protocol Corporate Standard. We utilise local as well as IPCC emission factors to convert activity data into emissions. Scope three emissions constitute the largest emission considering the thousands of international vessels entering

our water limits. We acquired MICCO this year which has resulted in a significant increase in our fuel consumption and resultant scope 1 emissions. We have also included CSP Abu Dhabi terminal into our GHG estimates this year resulting in increased scope 2 emissions.

GHG Emissions Classified into Scopes

Scope 1 Emissions

41,377 tCO₂

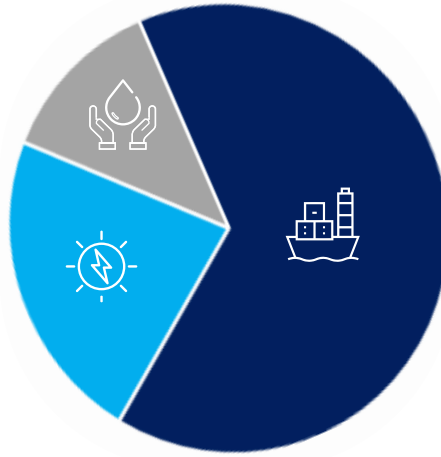
Scope 1 - Fuel consumed in equipment, vehicles and boats owned by AD Ports Group

Scope 2 Emissions

79,963 tCO₂

Scope 2 - Electricity consumption by cranes, offices, and warehouses of the company, and

Total water consumption in operations and otherwise

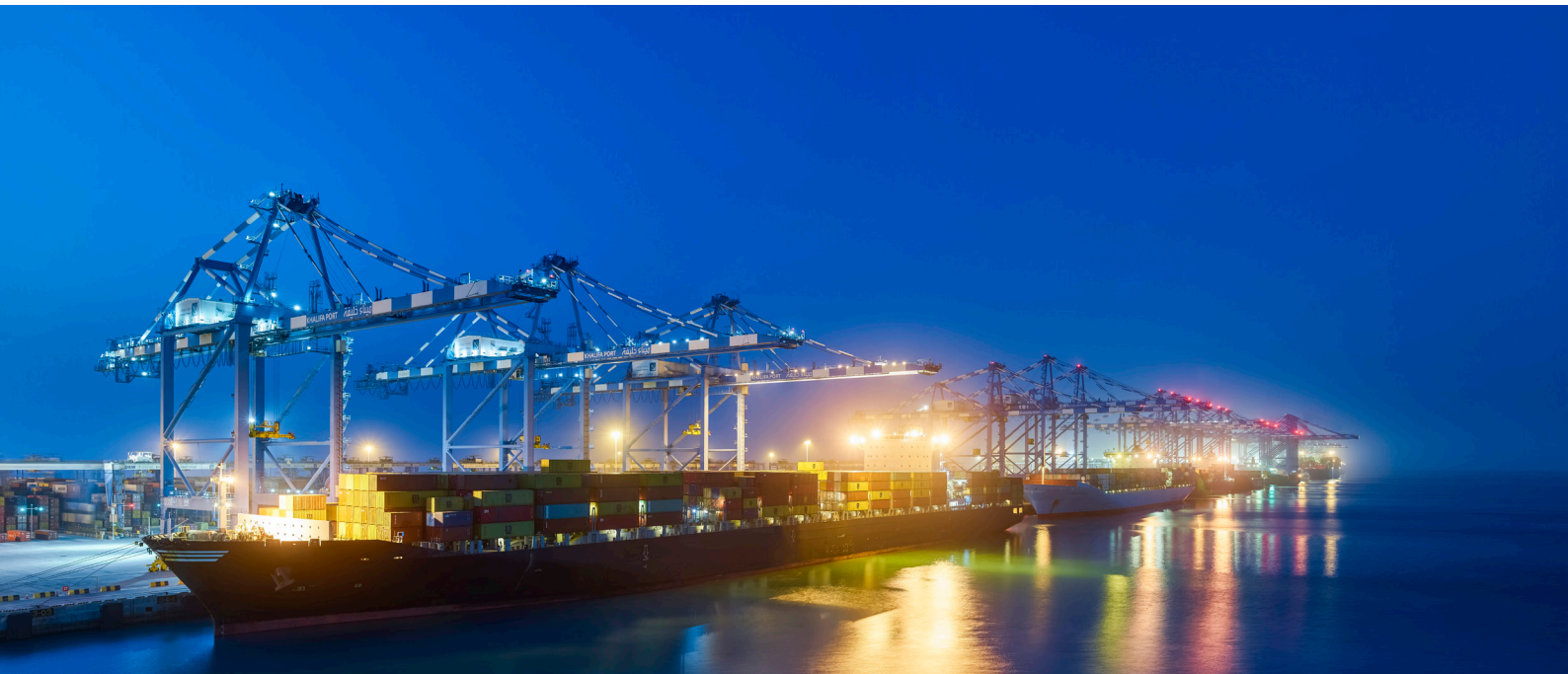


Scope 3 Emissions

218,988 tCO₂

Scope 3 - Emissions by vessels visiting our ports within our water limits and waste water treatment

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“The increase in emissions is partly because of the enhanced boundary of reporting wherein we have included emissions from ZonesCorp, MICCO and CSP Abu Dhabi terminal in 2020. These three entities were not included in the Energy and GHG estimates of previous years.”

Figure 35 : GHG emissions from electricity consumption for AD Ports Group

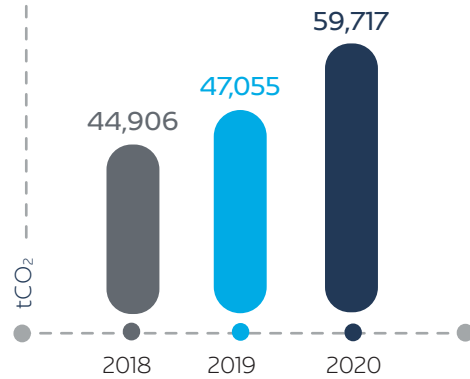


Figure 36 : GHG emissions from fuel consumption (diesel & gasoline)

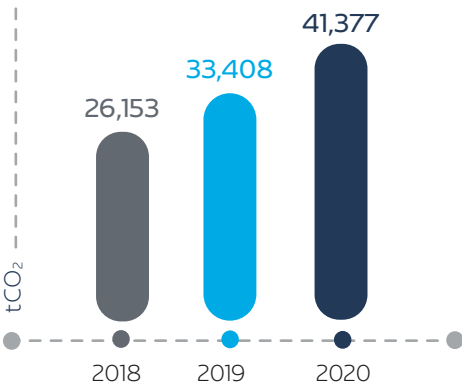
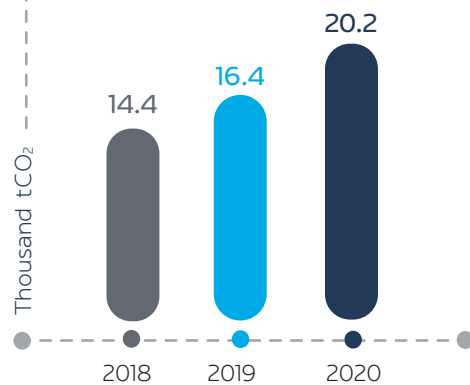


Figure 37 : GHG emissions from potable water consumption



Note: The GHG emissions from water consumption data has been amended.

Figure 38 : GHG emission intensity per TEU

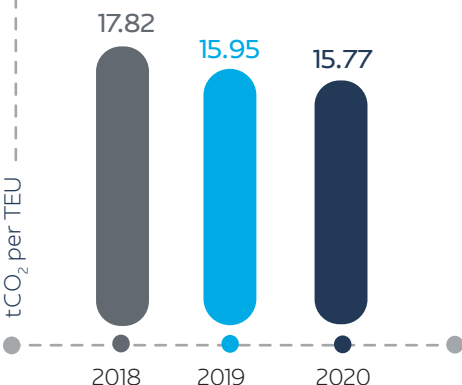
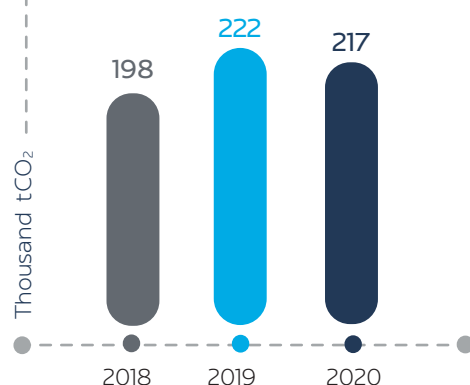


Figure 39 : GHG emissions from ocean going vessels



The continuous efforts to optimize energy consumption led to 11.5% reduction in GHG emission intensity. Our scope

three emissions from ocean going vessels has increased due to the increased vessel movement at our ports.

Emission Intensity of Our Operation

Throughout the year 2020, we implemented several energy efficiency measures to reduce our energy intensity as well as GHG emissions.

The result of these efforts is reflected in the intensity graphs below, where our emission intensity continues to fall.

Figure 40 : GHG emission intensity for bulk cargo volume at Zayed Port

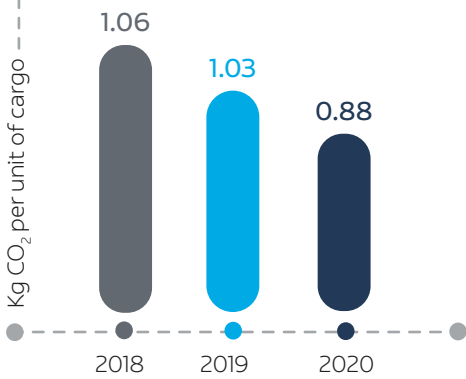


Figure 41 : GHG emission intensity for ocean going vessels

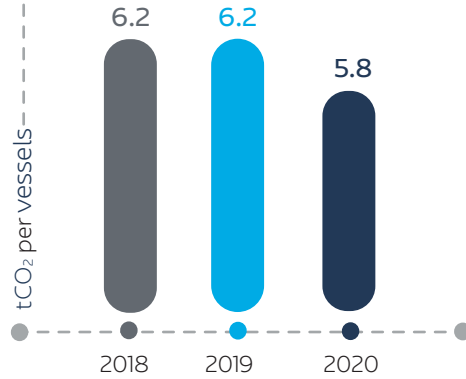
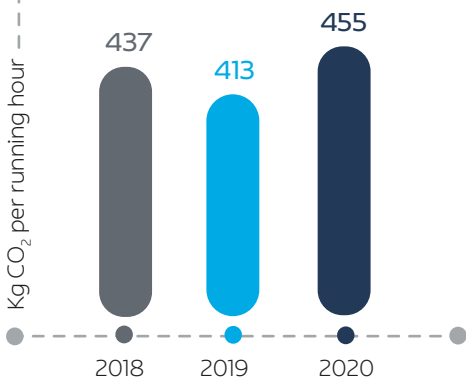


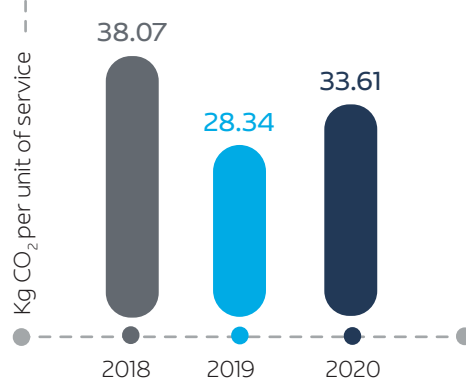
Figure 42 : GHG emission intensity for tug boats



The fuel consumption of the tug boats increased in 2020, as they were engaged in international voyages (Red Sea and Mauritius), where both engines were running for 24 hours across 30 days. Also, we have initiated a new service where we engage with long towage “dead vessel & special towage” which increases the fuel consumption of the tug boats.

Note: The tug boat emission intensity data has been amended.

Figure 43 : GHG emission intensity for ports operation



The services included in the above graph for ports operation are cargo volume, TEUs, RoRo units and cruise passengers. The GHG emission intensity of our operations has also decreased by 10.7% as compared to 2018. However, there’s an increase vis a vis 2019 as the number of cruise passengers fell significantly in 2020 due to the pandemic.

Energy Efficiency and GHG Reduction Initiatives

Efficient Cranes Powering Our Terminals

Our Super-post-Panamax Cranes are not only state of the art in terms of capabilities and health and safety features, they are also extremely energy efficient. This is because they can lift up to four shipping containers at once.

Although they operate on diesel, this capacity for work means they consume much less energy relative to their less powerful counterparts. Thus, producing another win for both GHG emissions reduction and the efficiency of our business.

SAFEEN Best Fuel Management

Our SAFEEN Management team with other key personnel made extensive effort to optimize the energy consumption of a fleet of tugs.

This began with selecting engines based on their fuel efficiency and long maintenance schedule. Thus, they selected engines that met the standards for GHG and NOx emission of the International Maritime Organization (IMO) Tier I, Tier II & Tier III.

Additionally, after analysis of our tugs' fuel consumption, our tugs were relocated to ports where they could be unutilized most efficiently.

As a result of these innovative solutions, despite a 250 % increase of SAFEEN's marine fleet from 6 to 15 tugs, our data indicates that we are exceeding our targets for their associated emissions of GHGs and other pollutants.

Streamlining Transportation

Our E-seal project was conducted in collaboration with Khalifa Port customs. When our containers reach the port terminal, they are given an electronic seal that can only be broken when the container reaches its final destination. This saves time as our containers exit Khalifa Port, and thus reduce fuel consumption and GHG emissions, of tractors waiting for customs checks.

Double Trailer Project

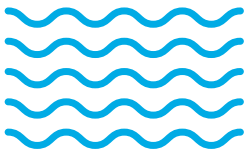
Our double trailer project aims to connect two trailers to one tractor. This slashes fuel consumption, and the time taken to transport shipping containers from Khalifa Port to our KIZAD warehouses.

Thus, this initiative is a win for both reducing GHG emissions and making our business more efficient.

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CONSERVING BIODIVERSITY & MANAGING EMISSIONS



As a responsible hub port, we seek to balance marine biodiversity conservation with the development of our ports and maritime sector.

We share the responsibility of preserving and protecting the Ras Ghanada reef, Gulf’s largest coral reef known for its biodiversity and thriving reef development, spread across 35 Km², it is home to 8 million corals along with a fascinating world of turtles, dugongs, sea snakes, and clownfish.

environmentally sustainable measures are continually undertaken during the actual development to minimise any potential adverse impact from the project.

Locating the Khalifa Port off shore, construction of an environmental breakwater, comprehensive marine ecology and seawater monitoring plans, plus translocation of corals are a few of our major initiatives taken to protect and preserve the biodiversity from the impact of the development and operations of AD Ports Group.

“To sustain this wealth of marine biodiversity in our waters, we pursue a proactive environmental management strategy.”

Around 40 percent of Arabian Gulf coral species can be found on Ras Ghanada alone, including those that uniquely occur in the Gulf, such as the table coral and massive columnar coral.

It is located in close proximity of our flagship Khalifa Port. We assess the environmental impacts of our development projects prior to project commencement while



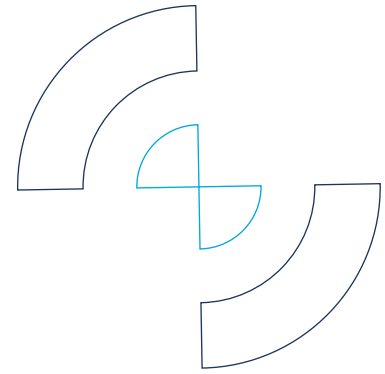
Successful translocation of coral reef



High % compliance for air and seawater quality



Successful translocation of Spiny Tail Lizard



We understand that operations of ports and related infrastructure can have a detrimental effect on marine biodiversity. Additionally, plastic pollution, overfishing, unregulated waste disposal, and oil spills further pose a threat to the flourishing marine life.

We have undertaken a multi-pronged approach to safeguard the marine environment.

In the year 2019, we signed the Abu Dhabi Declaration on Cleaning the Marine Environment during the World Ocean Summit-201.

Various campaigns and activities were planned under the declaration to curb ocean pollution and safeguard the marine environment. Multiple initiatives have been launched and successfully concluded by us towards this cause.



Coral Translocation

As part of the Etihad rail expansion project, Khalifa Port will be connected to the national railway network - Etihad Container Rail Terminal will expand the logistics offering at Khalifa Port. To accommodate the offshore container terminal, a 150m wide by 4 km long platform will be reclaimed seaward off the existing Khalifa Port container terminal.

The northern revetment that is to undergo demolition and marine construction activity has sensitive marine ecology associated with its structure in the form of hard (scleractinian) coral colonies.

As sessile organisms, corals have no ability to avoid the construction works and therefore are vulnerable to developments, with an anticipated 100% fatality of the resident corals. AD Ports Group hired an external agency

to undertake the relocation of live corals, the aim was to reduce the direct loss of the sensitive coral marine biota resulting from the planned marine construction works.

A recipient site was identified adjacent to the natural Ras Ghanada reef along the Khalifa Port Environmental Breakwater. The specific area on the breakwater was chosen after a reconnaissance survey by specialists to determine the ideal relocation point based on a range of parameters.

More than 500 corals were relocated from the donor to the recipient site. A monitoring plan was developed to assess the success of the relocation. This initiative is another testament to our commitment towards continued economic growth while protecting the environment and biodiversity.

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Translocation of Spiny Tailed Lizard

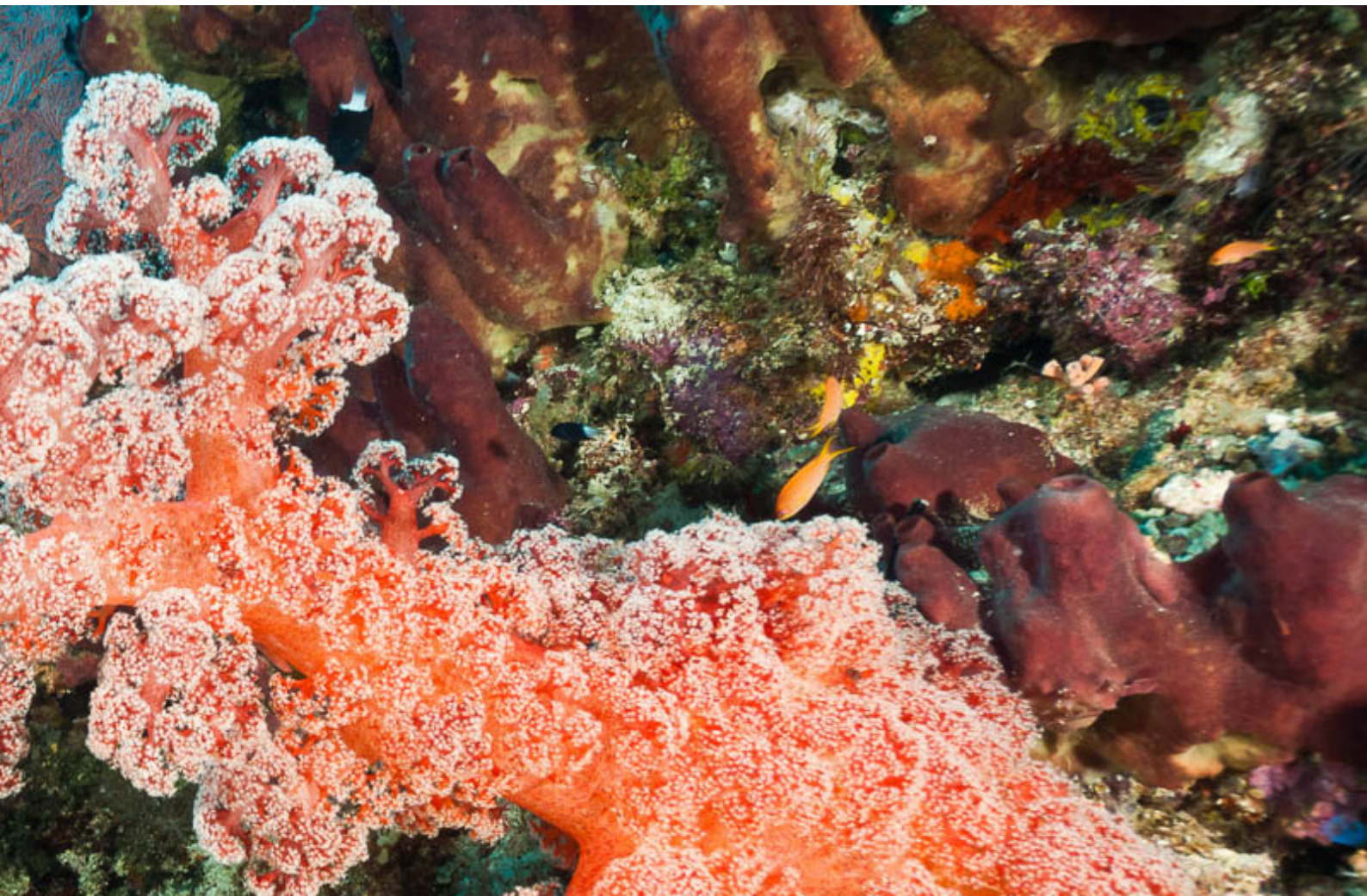
At AD Ports Group we undertake extensive EIA before we commence any project. During EIA, for one of the expansion projects at KIZAD ten burrows likely to host Spiny Tailed Lizard (*Uromastyx aegyptia*) were recorded. Previous surveys conducted had also indicated that the site supports a large population of Spiny-tailed Lizard' and their findings show that three burrows were confirmed as active and three individuals of this species were recorded during the earlier surveys.

Camera traps were deployed in front of all active burrows for 5 days, in order to try and obtain photographic evidence that the burrows are, in fact, inhabited by *U. aegyptia*. A

total of five active burrows were recorded. Following the survey, the team of professional ecologists have started devising the translocation strategy.

It has been decided that GPS trackers/transmitters shall be placed on the lizards and they will be monitored in their current habitat for a year.

Their behaviour shall be studied to identify a new habitat where they shall be relocated after a year. The monitoring shall continue at the new habitat for another year to assess the success of the translocation.



Air Quality

To protect public health and enhance ambient air quality, we have set a monitoring system that continuously monitors the air quality.

Our industrial zone region (KIZAD) and Khalifa Port are home to the two air quality monitoring stations. The air quality reports are communicated to the Corporate HSE team, so they can undertake informed decisions towards maintaining the air quality.

We are ecstatic to report a very high % compliance at both the stations. The air quality performance for each criteria pollutant has been provided in the graphs below.

Figure 44 : Ambient Air quality Compliance

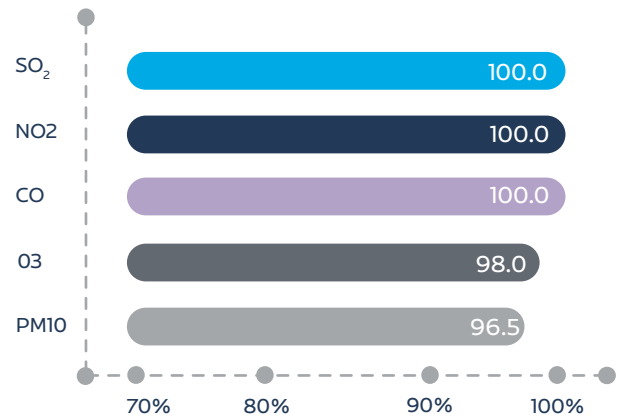


Figure 45 : Levels of criteria air pollutants as compared to ambient air quality standards

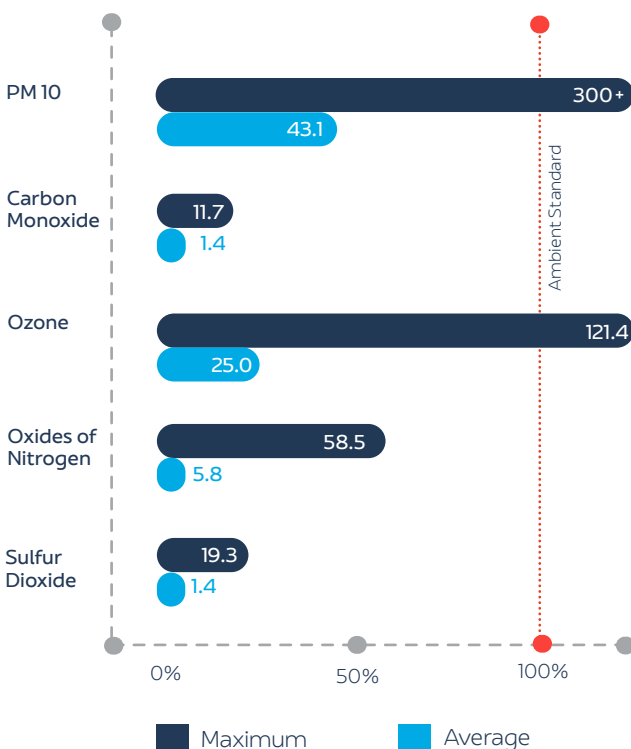
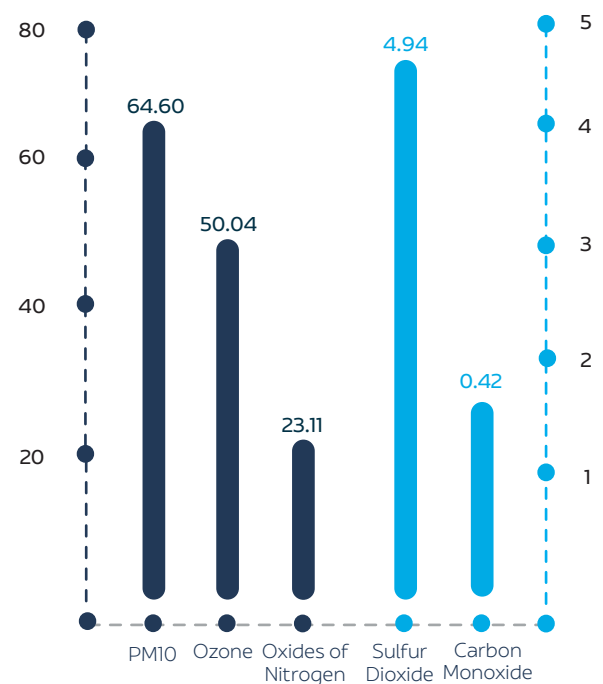


Figure 46 : Average levels of criteria air pollutants (µg/m³)



Marine Water Quality

We have implemented two monitoring programmes for marine water quality within our water limits. The first one is the “Monitoring of Marine Environment and Coral Reefs”. This programme started in 2008 and includes collecting samples manually from (10) sampling locations to monitor marine water quality, and from (85) sampling locations to monitor coral reefs and other marine species. This is being conducted three times a year (in January, May, and September).

The second programme started in 2015 and is a continuous real-time marine water monitoring for (4) locations near Khalifa Port. The key parameters being monitored include: pH, Turbidity, DO and Chl. The monitored values for these parameters are presented in the graphs below:

Figure 47 : Sea water quality % compliance at mixing zone

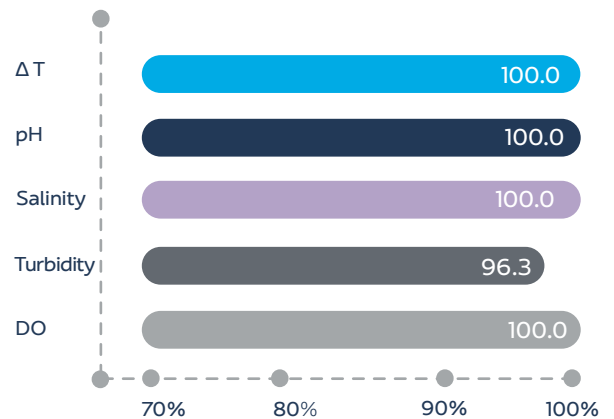


Figure 48 : Levels of seawater quality parameters at mixing zone as compared to standards

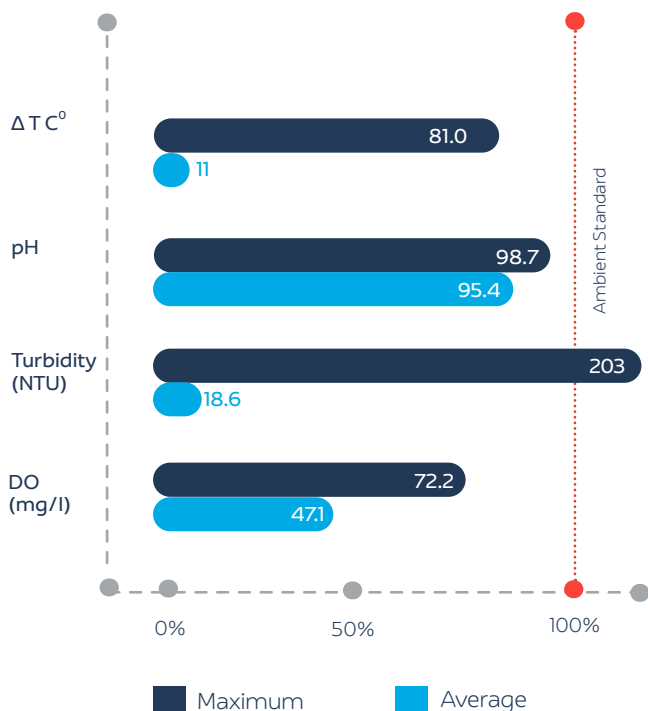
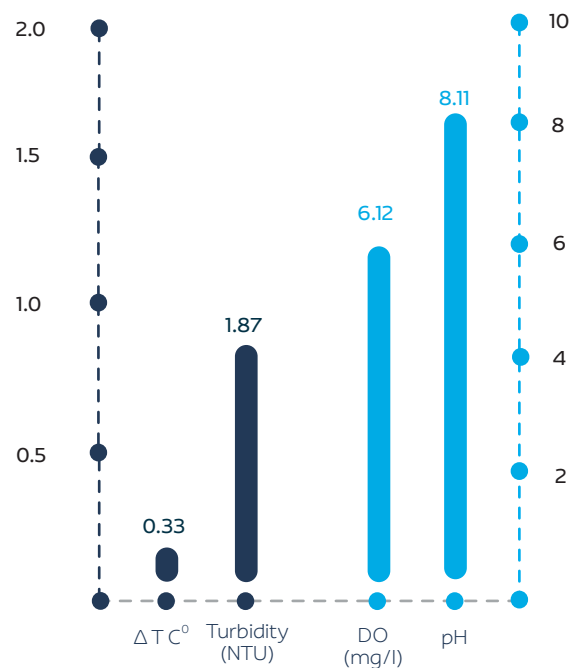


Figure 49 : Average concentration of seawater quality parameters at mixing zone



Potable Water Management

It is expected that by 2040, 40% of the global population will be under water stress.

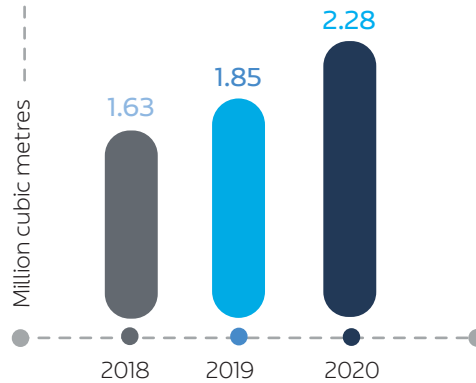
Recognising the same, multiple water issues have been made part of the United Nations Sustainable Development Goals (UN SDGs).

“Since freshwater supplies are naturally scarce in the UAE region, the majority of the water used and consumed within our operations comes from desalination units and therefore have a higher environmental footprint.”

At AD Ports Group, most of the water is consumed by the Ports cluster, specifically at Zayed Port and Khalifa Port. Our total water consumption grew by 60% compared to 2018. This increase is due to the fact that

for the year 2020, we have included the water consumption from our subsidiaries, COSCO, Auto Terminal Khalifa Port, MICCO and KIZAD. Also additional volumes of water were utilised to clean and disinfect our facilities due to the COVID-19 pandemic.

Figure 50 : Annual potable water consumption for all ports, terminals and AD Ports Group facilities within the industrial zones



Note: The potable water consumption data has been amended.



Atmospheric Water Generator

Adopting innovative technologies that align with our sustainability strategy has been crucial to our sustainable transformation. We are piloting Atmospheric Water Generator as an alternative to desalinated potable water.

We have installed an Atmospheric Water Generator (AWG) at KIZAD, which is capable of producing 1,000 litres per day

of high-quality potable water from the humidity of the air through an efficient condensing mechanism.

It truly has the potential to become the future of water supply and consumption, as it provides completely safe and pure drinking water with minimal impact to the environment.



INTEGRATING CIRCULARITY



The three planetary crises that have taken the centre stage of discussion in recent years the “climate crisis”, the “biodiversity crisis”, and the “pollution crisis”, are all impacted by how we manage the waste.



36.8%
Decrease in Solid waste generated at Ports



7.4%
Reduction in solid waste landfilled per passenger at cruise terminal



52.5%
Solid waste recycled in 2020

We have worked on war footing to support the attainment of target 4 of UNSDG 12 "By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimise their adverse impacts on human health and the environment"

“At the heart of our waste management efforts is a vision of circular economy for materials that never go waste.”

As part of our HSE management system we devised our waste management strategy and plan way back in 2011. The scope of this plan includes all waste produced or received within AD Ports Group's administered areas, including

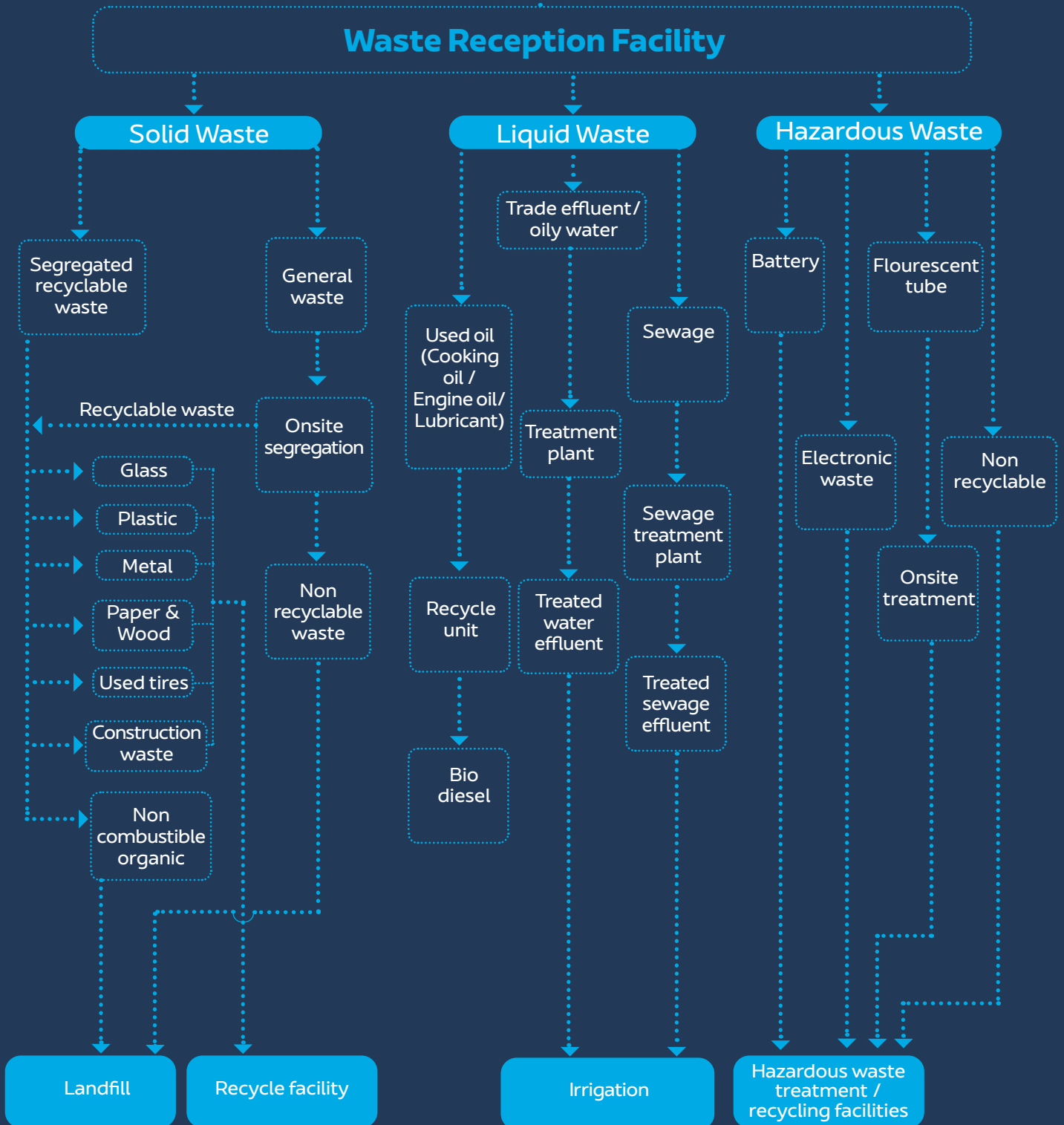
vessels, terminals, warehouses, repairs and maintenance workshops, manufacturing facilities, industrial zones, etc. The plan not only covers our operations but is also extended to visiting vessels within our water limits.

The plan mandates waste management hierarchy of Avoid, Reduce, Reuse, Recycle and Dispose. We undertake periodic internal reviews to ensure that the plan is being implemented across our operations and jurisdiction.

Waste materials are classified on the basis of their physical and chemical properties (hazardous or non-hazardous), toxicity potential, and potential for reusability and recyclability. These are then treated, recycled or disposed as per the procedure described in the following page.



Visiting Vessels / Ports Operation



Our Waste Performance

We have been working tirelessly for the past several years on raising awareness amongst our employees, tenants and visiting vessels on importance of waste avoidance. All these efforts have started bearing fruit as waste generation reduced significantly in the last year while the TEUs handled by the ports increased.

Figure 51 : Solid waste generated

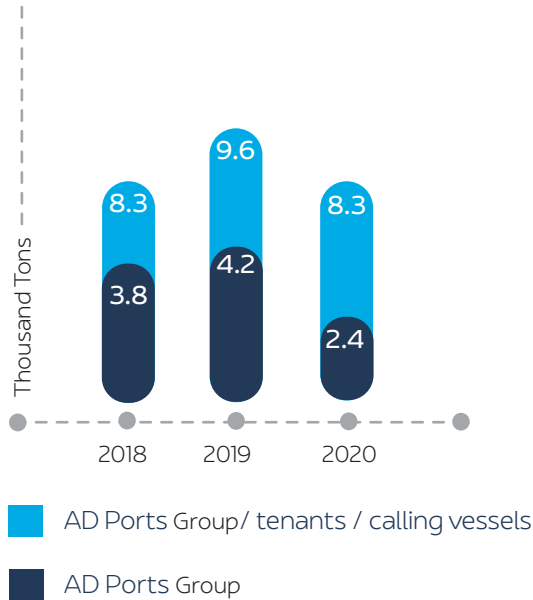
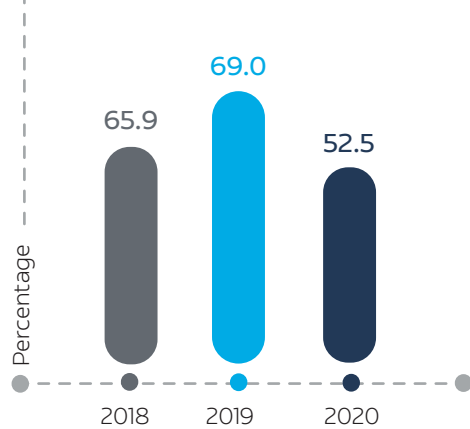


Figure 52 : Solid waste recycled - AD Ports Group



Our recycling programme has also been implemented rigorously. We have also piloted and implemented recycling interventions such as hydraulic oil recycling system this year.

Hydraulic Oil Recycling

A hydraulic oil recycling unit has been established within our premises. Reclaiming hydraulic oil eliminates disposal issues and perfectly aligns with our most preferred waste management option of source reduction i.e. we have significantly cut down the purchase of hydraulic oil.

The recycling unit has been established at a cost of 730,000 AED. It is capable of extending the oil lifecycle by up to six years, equivalent to 3 life cycles. This shall result in reducing the quantity of hydraulic fluid purchased by 300%, which is equivalent to 24,404 litres of hydraulic oil.

Figure 53 : Solid waste recycled - ports/tenants/ calling vessels

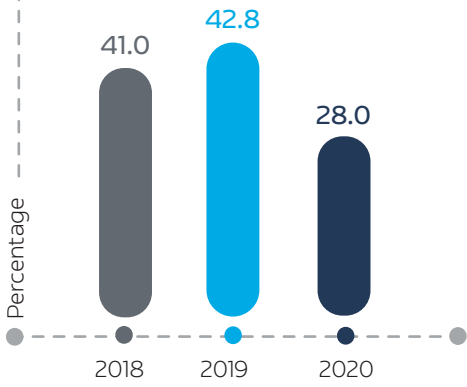


Figure 54 : Solid waste recycled at container terminal (ADT)

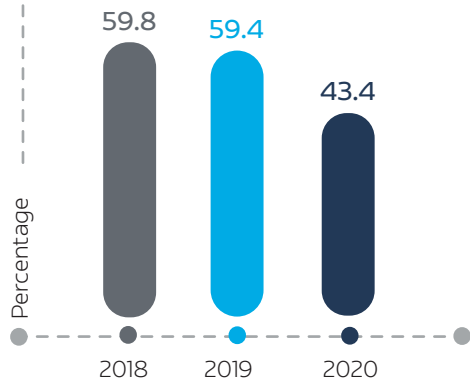


Figure 55 : Solid waste recycled at Zayed Port cruise terminal

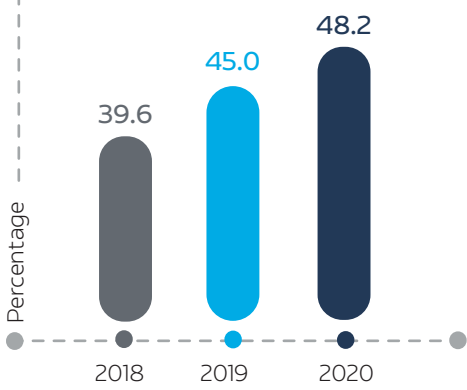
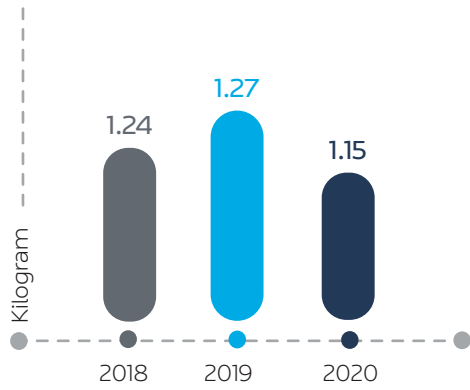
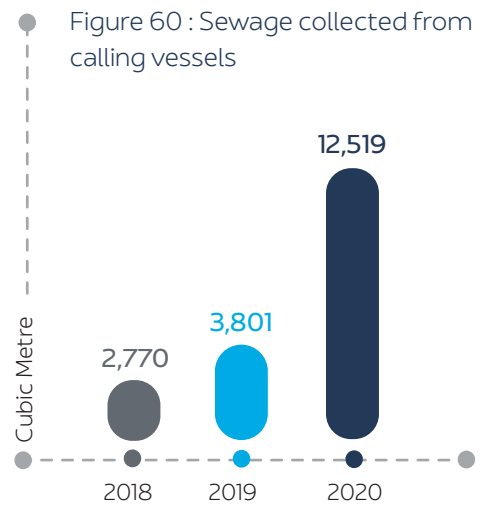
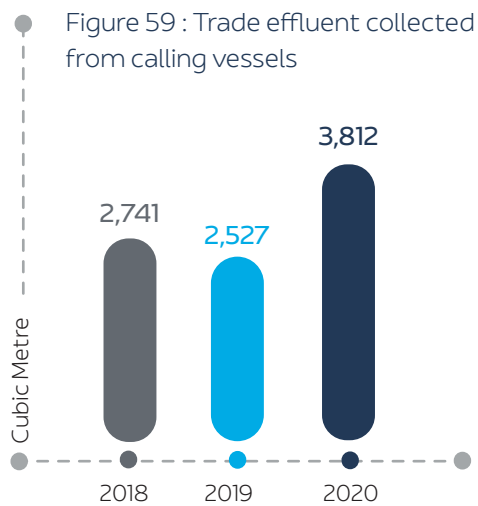
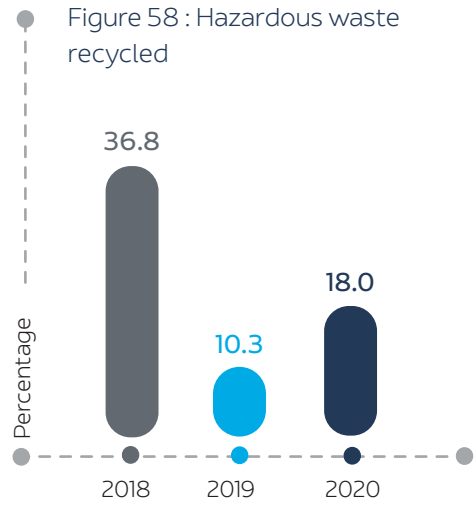
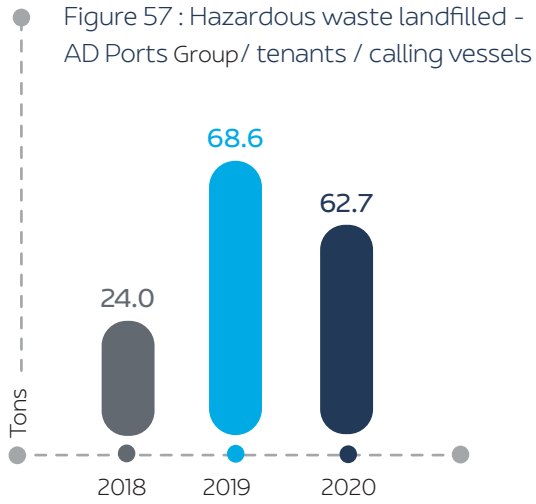


Figure 56 : Solid waste landfilled per passenger



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The sewage collection increased exponentially in 2020 as several cruise ships stayed for a longer duration during the lock-down and pandemic.

Waste Water Recycling

As part of our vision to reduce consumption of resources and protect the environment, a project for treating and reusing wastewater generated from the washing bay at Zayed Port was implemented.

Waste water from washing bays contains hazardous waste and when treated and reused within our boundary limits, it reduces the liquid waste disposal requirement and minimises the release of contaminants into the environment.

Environmental Benefits	Before	After
Potable water consumption (M ³)	990	150
Waste water consumption (M ³)	891	0
Water reuse	0	891
CO ₂ emissions (Kg)	9,420	1,330

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GRI CONTENT INDEX

GRI

**MATERIALITY
DISCLOSURES SERVICE**

2021

GRI Standard	Disclosure	Page number(s), URL(s) and/or direct answer	Omission		
			Part Omitted	Reason	Explanation
GRI 101: Foundation 2016					
General Disclosures					
GRI 102: General Disclosures 2016	Organisational profile				
	102-1 Name of the organisation	AD Ports Group			
	102-2 Activities, brands, products, and services	16, 17			
	102-3 Location of headquarters	16			
	102-4 Location of operations	UAE, Guinea			
	102-5 Ownership and legal form	Government owned			
	102-6 Markets served	16, 17			
	102-7 Scale of the organisation	16, 62, 63			
	102-8 Information on employees and other workers	90, 91			
	102-9 Supply chain	66, 67			
	102-10 Significant changes to the organisation and its supply chain	Acquisition of MICCO and ZonesCorp			
	102-11 Precautionary principle or approach	119			
	102-12 External initiatives	97			
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	Strategy				
	102-14 Statement from senior decision-maker	9, 11			
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Governance					
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Note : For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report.

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102-42 Identifying and selecting stakeholders	54, 55			
102-43 Approach to stakeholder engagement	55			
102-44 Key topics and concerns raised	56, 57			
Reporting practice				
102-45 Entities included in the consolidated financial statements	Specialized Economic Zones Company (Zonescorp) Sole Proprietorship LLC, MICCO Logistics- Sole Proprietorship LLC, Abu Dhabi Marine Services Safeen LLC, Khalifa Industrial Zone Company LLC, Abu Dhabi Free Zone LLC, Al Awaaid Project Management & Property LLC, Al Howaitha General Contracting & Logistics LLC, Al Yaher General Trading Ltdm, Maqta Gateway LLC, Fujairah Terminals Operating Co – Fujairah Terminals LLC, Abu Dhabi Ports Operating and Logistic Company LLC, Auto terminal Khalifa Port LLC, Abu Dhabi Maritime Academy – Sole Proprietorship LLC, OFCO Offshore support – & Logistics services LLC			
102-46 Defining report content and topic boundaries	56, 57			
102-47 List of material topics	57			
102-48 Restatements of information	Some of the information has been restated, and are spelled out in the respective sections of the report.			
102-49 Changes in reporting	None.			
102-50 Reporting period	January to December 2020.			
102-51 Date of most recent report	December 2019.			
102-52 Reporting cycle	Annual.			
102-53 Contact point for questions regarding the report	customerservice@adports.ae			
102-54 Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI standards : Core Option.			
102-55 GRI content index	130			
102-56 External assurance	Not Assured.			

Material Topics					
GRI 200 Economic Standard Series					
Economic Performance					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	62, 63			
	103-2 The management approach and its components	62, 63			
	103-3 Evaluation of the management approach	62, 63			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	62			
GRI 300 Environmental Standards Series					
Energy					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	110			
	103-2 The management approach and its components	110			
	103-3 Evaluation of the management approach	110			
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	111			
	302-2 Energy intensity	111			
	302-4 Reduction of energy consumption	115			
Water					
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	122			
	303-2 Management of water discharge-related impacts	121, 129			
	303-5 Water consumption	122			
Emissions					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	112			
	103-2 The management approach and its components	112			
	103-3 Evaluation of the management approach	112			

Emissions					
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	112			
	305-2 Energy indirect (Scope 2) GHG emissions	112			
	305-4 GHG emissions intensity	113			
	305-5 Reduction of GHG emissions	115			
Waste					
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	124, 125			
	306-2 Management of significant waste-related impacts	124, 125			
	306-3 Waste generated	126, 127			
	306-4 Waste diverted from disposal	126, 127			
Environmental Compliance					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	120, 121			
	103-2 The management approach and its components	120, 121			
	103-3 Evaluation of the management approach	120, 121			
GRI 307: Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	No non-compliance observed during the reporting period.			
GRI 400 Social Standards Series					
Training and Education					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	89			
	103-2 The management approach and its components	89			
	103-3 Evaluation of the management approach	89			

GRI 404: Training and Education 2016	404-1 Average hours of training year per employee	91			
	404-2 Programs for upgrading employee skills and transition assistance programmes	89			
	404-3 Percentage of employees receiving regular performance and career development reviews	100%			
Diversity and Equal Opportunity					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	92			
	103-2 The management approach and its components	92			
	103-3 Evaluation of the management approach	92			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	93			
	405-2 Ratio of basic salary and remuneration of women to men	1:1			
Non-discrimination					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	92			
	103-2 The management approach and its components	92			
	103-3 Evaluation of the management approach	92			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions are taken	No incidents reported.			
Local Communities					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	94			
	103-2 The management approach and its components	94			
	103-3 Evaluation of the management approach	94			
GRI 413 :Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programmes	95, 96, 97			

