



Environment Social & Governance (ESG) Policy

Burjeel Holdings Plc



1. INTRODUCTION

Burjeel Holdings Plc (the “Company” or “Burjeel”) strives to conduct all business activities responsibly, efficiently, transparently, and with integrity and respect towards all stakeholders. Our values are incorporated into our Code of Conduct and Policies, which underline our commitment to safeguarding our principles.

Burjeel Holdings is committed to fully complying with local and international ESG standards, regulations, and reporting requirements.

We believe that with the rising concerns of climate change, to build and growing as a sustainable business requires adequate consideration of Environmental, Social and Governance aspects. Transparency, Accountability and Trust are imperative foundation for good governance for a sustainable business which impacts employees, vendors, supply chain, consumers, and communities at large.

Our efforts have been in the direction to define a clear ESG strategy, projects and procedures which is aligned with the long-term business vision and roadmap.

This policy outlines our dedication to sustainability, ethical practices, and social responsibility as integral components of our mission to provide quality healthcare services.

2. PURPOSE

The purpose of the ESG Policy is to outline significant ESG aspects, and establish ESG methodology and procedures for integrating these considerations into the Company's strategy, business, and operations to generate meaningful outcomes for all stakeholders.

Additionally, this policy serves as a framework for comprehending and addressing ESG risks, impacts, and opportunities stemming from the Company's operations and investments.

Moreover, the company has built the structure and committees to steer the execution of the Environmental, Social, and Governance (ESG) principles and commitments outlined in this Policy.

3. SCOPE

The ESG Policy pertains to Burjeel Holdings and encompasses all levels of staff and employees, including contractual, temporary, and third-party employees (collectively referred to as the “Employees”). It extends to all direct operations of the company, services and products offered to customers, the procurement of goods and services. Approval of the ESG Policy will be sought from the Board of Directors and disseminated to all relevant stakeholders through suitable channels.

4. ESG FRAMEWORK

ESG Framework refers to Environmental, Social, and Governance guidelines and standards that companies adopt to govern their operations and decision-making processes. The framework encompasses a range of components, including:

Environmental: Addressing concerns related to climate change, pollution, resource conservation, and environmental sustainability.

Social: Focusing on issues such as labour practices, human rights, diversity and inclusion, community engagement, and stakeholder relations.



Governance: Emphasizing the importance of transparent and accountable governance structures, ethical business practices, compliance with regulations, and effective risk management.

By integrating ESG framework into operations, BH aims to create value not only for shareholders but for society with long-term impact of our actions on the environment, society, and corporate governance.

ESG requirements have been integrated into the various policies implemented at the Company level to ensure that respective policies are aligned with the ESG framework & principles. Also, in future

Under ESG framework Burjeel Holdings has established strategic pillars that will be drive the ESG strategy.

Strategic Pillar 1: Healthy Governance

- Comprehensive governance structure with an ethical business culture and strict patient data protection policies at its core.
- Implement effective compliance and risk management strategies to identify, assess, and mitigate risks associated with healthcare operations.

Strategic Pillar 2: Healthy System

- Foster a workplace culture that prioritizes the health, safety, and professional development of employees.
- Inclusion and diversity are key considerations in human capital development strategy.
- Ensure ethical practices in the supply chain, including responsible sourcing of medical equipment and pharmaceuticals.

Strategic Pillar 3: Healthy Environment

- Consistent efforts directed towards minimizing the environmental impact of our operations, ensuring compliance with environmental regulations.
- Continuous efforts to implement environmentally friendly practices in healthcare operations, including waste reduction, energy efficiency, and efforts to adopt eco-friendly measures in facility management.

Strategic Pillar 4: Healthy Community

- Prioritize patient well-being by ensuring accessibility, affordability, and quality of healthcare services.
- Actively engage with and contribute to the wellbeing of local communities through CSR initiatives.

5. ESG PRINCIPLES & VALUES

At Burjeel Holdings our core values are to provide the highest standards of services and well-being through our Healthcare operations to our customers, employees, suppliers, vendors, and all stakeholders who are part of our community.



- a. Upholding Integrity, Ethics, Transparency & Accountability: We are dedicated to upholding the highest standards of ethics, transparency, and accountability in all our endeavours.
- b. Providing Safe & Sustainable Services: We ensure that our products and services are delivered responsibly, with fairness and transparency. Additionally, we have established exclusion criteria based on ESG principles for assessing all our investments.
- c. Ensuring Employee Well-being: Promote and encourage safe and healthy working environments by employee engagement and building a diverse and inclusive workplace.
- d. Demonstrating Respect & Responsiveness to all Stakeholders: We regularly engage with all our stakeholders to comprehend their concerns and meet their needs.
- e. Upholding & Promoting Human Rights: Our policies and practices concerning our personnel are designed to respect and promote human rights.
- f. Respecting & Protecting the Environment: We intend to identify climate and environmental risks impacting our business operations and define clear mitigation strategies to protect and restore the environment.
- g. Advocating for Responsible and Transparent Policy: We adhere to the highest standards of accountability and transparency in our policy advocacy efforts.
- h. Fostering Community Growth and Equitable Development: Through our social initiatives, we create opportunity for growth and enhance equality amongst our extended communities.

6. APPROACH

The company has taken measures to develop an approach for defining and achieving ESG (Environmental, Social, Governance) strategy which involves key steps:

1. Assessment and Materiality Analysis: Identifying the ESG issues that are most relevant to our business and stakeholders. Conducting thorough assessments to understand the potential impacts of these issues on our operations, reputation, and stakeholders.
2. Stakeholder Engagement: Engage with a wide range of stakeholders, including investors, employees, customers, suppliers, communities, and NGOs, to understand their expectations and concerns regarding ESG issues. Their input will help shape our strategy and ensure its relevance and effectiveness.
3. Setting Goals and Targets: Based on the assessment and stakeholder input, set clear and measurable goals and targets for our ESG performance. These goals should align with our business objectives and address the most material ESG issues identified.
4. Integration into Business Strategy: Integrate ESG considerations into our overall business strategy, ensuring alignment with our mission, values, and long-term vision. Embed ESG principles into decision-making processes across all levels of the organization.
5. Governance and Accountability: Establish clear governance structures and processes to oversee the implementation of our ESG strategy. Assign responsibilities to specific individuals or teams and ensure accountability for achieving ESG goals.
6. Risk Management and Opportunity Identification: Identify and assess ESG-related risks and opportunities that may impact our business. Develop strategies to mitigate risks and capitalize on opportunities to create value for our organization and stakeholders.



7. Measurement and Reporting: Implement robust measurement and reporting systems to track our progress towards achieving ESG goals and targets. Use both quantitative and qualitative metrics to assess performance and communicate transparently with stakeholders.
8. Assurance – Internal and external assurance of ESG processes, controls and targets will strengthen the assurance and governance on sustainability initiatives.
9. Continuous Improvement: Regularly review and update our ESG strategy in response to changing internal and external factors, emerging trends, and stakeholder feedback. Continuously strive to improve our ESG performance and demonstrate leadership in sustainability and responsible business practices.

Integrating ESG considerations with our business strategy, will help develop a comprehensive and effective ESG strategy that drives sustainable value creation and positive impact for our organization and stakeholders.

7. KEY PRIORITIES

The company has identified key priorities to be addressed under Environmental, Social, and Governance (ESG) that are aligned to our strategic objectives and operating plans. Key attributes such as fiscal impact, regulatory requirements, stakeholder expectations, reputational risk, alignment with organizational values, and strategic goals were considered to develop the priority areas.

8. OUR ENVIRONMENTAL CONDUCT

We are committed to reducing the environmental impact of our operations and supporting the transition to a low carbon future by running our healthcare services sustainably.

We will:

- Comply with all local and national environmental laws and regulations.
- Integrate environmental considerations into all our planning, processes, and decisions.
- Consider environmental issues and energy performance in the acquisition or refurbishment of existing buildings, and the design and location of new buildings.
- Strive for continuous improvement of the environmental performance of our existing health care facilities.
- Provide training for all employees as appropriate to enable them to conduct their job functions in a manner that shows care for the environment.
- Involve customers, suppliers, and subcontractors in the implementation of these.

9. OUR SOCIAL CONDUCT

We recognise the importance of our relationships with our people, our residents, our suppliers, and the communities where we operate. We value engaging in an open and constructive manner to maintain and improve our business operations. Our respect for everyone is integral to our culture and values in operating as a responsible business.

We will

- Create a positive and rewarding workplace for our people.
- Ensure compliance with workplace health and safety laws and standards and mitigate risks to health and safety in the workplace.



- Maintain suitable privacy and data security measures in respect of all stakeholders of Burjeel.
- Maintain an inclusive and collaborative workplace where the wellbeing of our people and our residents is a high priority.
- Seek to support our people, we fulfil our commitment to be a lifelong partner to them, including championing Equity, Diversity & Inclusion initiatives so differences such as gender, ethnicity, physical appearance, age, religion, disability, education, and beliefs are valued.
- Provide and maintain a working environment free from all forms of discrimination, harassment and bullying under any circumstances.
- Encourage our people to participate in appropriate further education and training to advance talent pipelines. This includes allowing paid time-off where circumstances permit, and any education or training that Burjeel can provide internally.
- Encourage and assist to provide a good work-life balance with a flexible and considerate approach to the health, wellbeing and working practices for our people.

Promote the protection of human rights and welfare within our own business activities, as well as those of our supply chain, in accordance with our Code of Conduct.

10. OUR BUSINESS CONDUCT

We conduct our business with integrity and seek to ensure that our nonexecutive directors, investment managers, administrators and other businesses engaged by us, including advisers, contractors, and agents, do the same.

We will:

- Conduct our business ethically, without bribery, corruption, or any type of fraudulent business practice.
- Avoid conflict of interest in our business dealings and operate with full transparency.
- Safeguard confidential and personal information and obey applicable data privacy laws and regulations.
- Not offer or accept gifts and entertainment where to do so constitutes inappropriate inducements.
- Establish clear and effective governance for ESG, promoting the use of best practices on corporate governance when relevant and possible, setting goals and establishing accountability.

11. REPORTING

BH is committed to adhere to the reporting on ESG parameters in accordance with the listing requirements, reporting standards as applicable and international standard as adopted by BH.

12. POLICY APPROVAL

This Policy shall be reviewed and approved by the Company's Board of Directors. This Policy shall be effective from the date of approval by the Board of Directors. All amendments to this Policy will be done in compliance with applicable laws and will require approval by the Board of Directors. The Compliance Officer is the custodian of this Policy.



13. DOCUMENTATION AND REGULAR REVIEW

Burjeel’s Compliance Officer shall periodically evaluate the effectiveness of this Policy, and review and revise it as necessary, including to reflect any changes required by applicable laws. You can direct any suggestions for improvements to this Policy to Burjeel’s Compliance Officer at cs@burjeelholdings.com.

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