



NCT&H

National Corporation for Tourism & Hotels

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Disclaimer

Please be aware that the only official domain for NCT&H is <https://www.ncth.com> and NCT&H will neither ask prospective employees to pay a fee nor authorize recruiters or agents to collect fee on its behalf.



SUSTAINABILITY REPORT 2021

National Corporation for Tourism & Hotels



Letters to Stakeholders

We are pleased to present the 2nd report on our Sustainability as our commitment to you, the economy, the environment, and our people. Our report remains to highlight our progress and as continuous showcase of the Company's governance as a whole and its practices as a leading corporation for tourism, catering, and support services.

In this year, one of our sustainable goal focus is with respect to preservation. In an economic world where changes are fast paced and can be material or significant, we have made it our mission to remain fortified against the raging storm.

As we progress and continue to grow, our pledge to service excellence will always remain true. Our dedication to sustainability will always be a challenge but our ultimate goal will almost remain our top priority.

About this Report

This report has been prepared in accordance with the GRI Standards: Core option

Scope of the Report

This report presents our activities during the year 2021 in the United Arab Emirates only. Financial and statistical data includes the head office, catering, and owned hotels – unless stated otherwise. All monetary figures are expressed in United Arab Emirates Dirhams.

Report Assurance

All necessary information has been supplied by each and respective division and has been reviewed and accessed by the department heads. Internal review were also dedicated to ensure the quality and correctness of the information. Our Annual Report for the year 2021 has been audited by PricewaterhouseCoopers.

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Corporation Overview

Our History

Boundaries don't exist in the world of tourism. A fast-growing industry that continues to make our world smaller, yet larger at the same time. Every day it transports visitors from the four corners of the globe and introduces them to various cultures and traditions, a variety of cuisines, sights and sounds. An endless choice of foreign lands beckons to be discovered. Through organized tours, hotel bookings and transportation, tourism has educated as well as entertained its people.

The National Corporation for Tourism & Hotels (NCT&H) contributes to the promotion of Abu Dhabi as a tourist and international destination. The four directions it has followed are: hotels, hotels management, catering services, transport and retail. Each division is manned by an experienced management team and provides its customers with a variety of superior services.

NCT&H doesn't only target sun seekers and shoppers, because it believes that all Abu Dhabi holiday travelers and organized groups are searching for alternatives that promise personal enrichment. It intends to assist in making each and every Abu Dhabi vacation an adventure filled with inter-cultural diversity, where tourists have an opportunity to meet the people of the region, see the country and experience Arabia.





Message from our Chairman

The National Corporation for Tourism & Hotels (NCT&H) operates hotel and food businesses under the framework for good corporate governance and effective risk management, adheres to the principles of sustainability, offers a superior service experience and delivers valuable meals to customers. The company recognizes all stakeholders throughout the supply chain and strives to become a good citizen of the society and create a balance for sustainability in the economy, society, and environment to enhance competitiveness and value of the organizations in the long term.

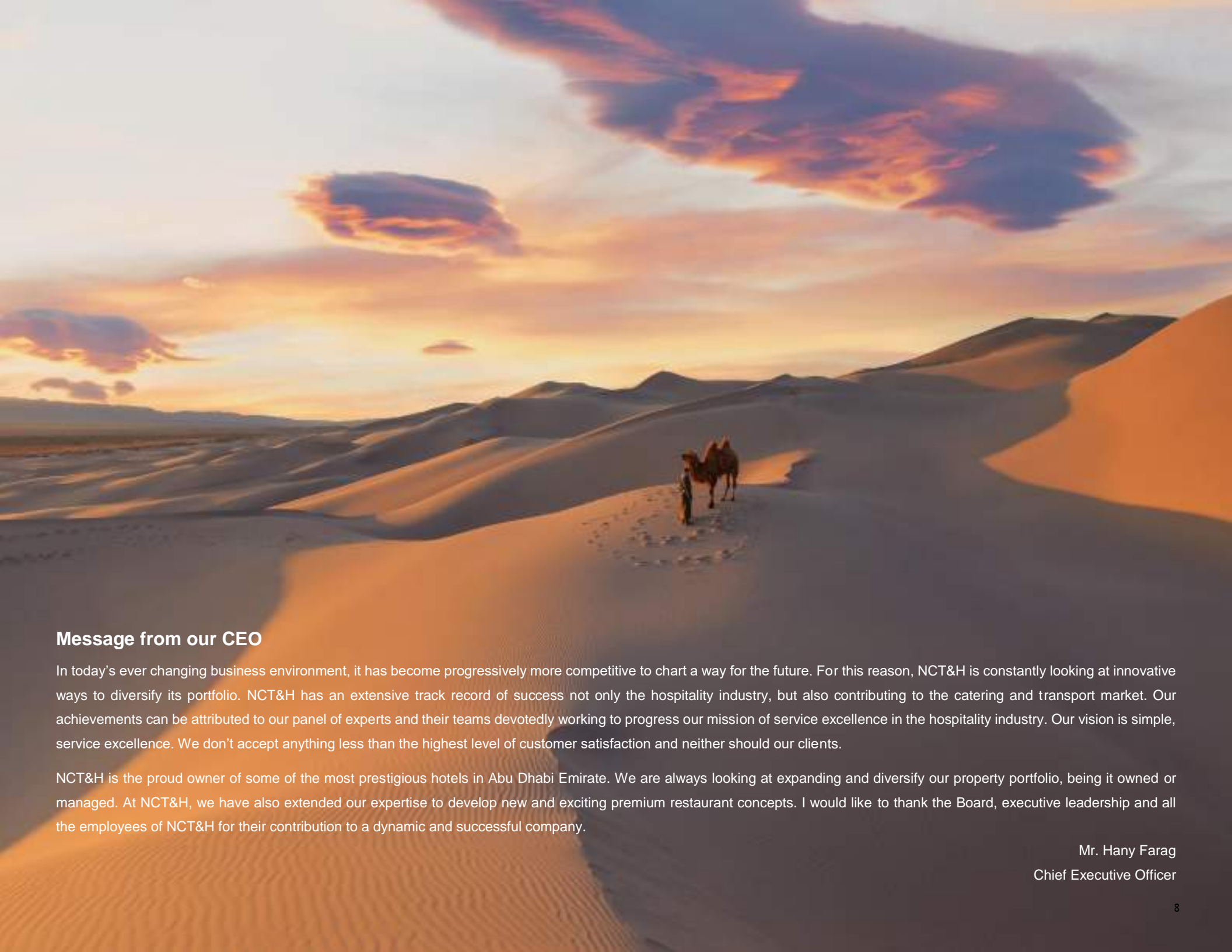
We are committed to developing sustainability strategies to support sustainable economic growth and social development. To create a sustainable balance in the economic dimension, the company is committed to improving the quality of its services and products to meet the needs of all customer groups. In terms of society, it aims to bring about security to the society and community by developing the skills and potential of its employees, creating jobs, professions, and distributing income to ensure a sustainable society. For the environmental dimension, it has been committed to conducting businesses that are environmentally friendly at all stages of its operations and taking into account both short- and long-term environmental impacts throughout the supply chain.

With the pandemic hitting the tourism and hospitality sectors considerably due to air travel restrictions and lockdowns among others, the year 2021 has been a very challenging year for everyone in the UAE and all over the world, and though we hope that the markets will gradually improve, we understand that this would still take some time. The COVID19- pandemic has even increased the pressure to hotel operators to maintain occupancy rates, in an already overly competitive market that is characterized by over-supply.

Overall, the economy remained in a challenging period for 2021 and the Board's direction is to continue pursuing ways to control cost at every possible level, and to look for other opportunities that will benefit the organization during this current market condition.

On behalf of my colleagues – the member of the Board of Directors, I would like to thank the Shareholders, the public and private establishments, the Management, and the Employees of the Corporation, for their continued trust and support.

H.H. Sheikh Hamdan Bin Mubarak Al Nahyan
Chairman of the Board



Message from our CEO

In today's ever changing business environment, it has become progressively more competitive to chart a way for the future. For this reason, NCT&H is constantly looking at innovative ways to diversify its portfolio. NCT&H has an extensive track record of success not only the hospitality industry, but also contributing to the catering and transport market. Our achievements can be attributed to our panel of experts and their teams devotedly working to progress our mission of service excellence in the hospitality industry. Our vision is simple, service excellence. We don't accept anything less than the highest level of customer satisfaction and neither should our clients.

NCT&H is the proud owner of some of the most prestigious hotels in Abu Dhabi Emirate. We are always looking at expanding and diversify our property portfolio, being it owned or managed. At NCT&H, we have also extended our expertise to develop new and exciting premium restaurant concepts. I would like to thank the Board, executive leadership and all the employees of NCT&H for their contribution to a dynamic and successful company.

Mr. Hany Farag
Chief Executive Officer

A photograph of a line of camels in a desert landscape. The camels are walking from left to right, with the lead camel in the foreground and several others following in a line. They are carrying loads on their backs, including bags and equipment. The background shows a vast, flat desert under a clear sky.

Our Mission & Values

The National Corporation for Tourism & Hotels (NCT&H) core values of respect, integrity and service excellence are the code by which it operates. Coupled with recognition, awards, and partnership; NCT&H has set a new gold standard in Abu Dhabi hotel operations, catering, retail, and transportation.

These core values represent links that bind our stakeholders and business associates together through a win-win partnership. Based on the fundamental core values,

NCT&H is firmly committed to manage and realize owners' and partners' entrusted vision for the Abu Dhabi tourism industry.

Corporate Governance

Board of Directors

The Board of Directors are all UAE nationals. The BOD has been active in building a strong corporate governance culture that plays an important role in defining and implementing the standards of responsibility that enable the management to manage the Corporation to the best benefits for shareholders.

Audit Committee

Audit Committee acknowledges the responsibility for review of work mechanism and ensuring its effectiveness. One of the roles of the audit committee is to also oversee the work of both the internal and external auditors.

Chief Executive Officer

The CEO is responsible for corporate representation and the expansion of its activities inside and outside the borders of UAE.

Executive Management

Manages the Corporation's business and provides guidance to the executive body.

Nomination & Remuneration Committee

Defines policies and criteria for nomination, periodic review, succession, appointment and termination, ensuring the Independency of independent members and conflict of interest.

Follow-up & Supervision Committee of Insider's Transaction

Responsible in notifying insiders with the required controls and legal responsibilities.

Sustainability Committee

Our current governance structures allows us to support the sustainability programs available in the Corporation.





Ownership Structure

Share Capital 785,862,000.00
 Listing Date November 15, 2000
 Incorporation December 11, 1996
 Company Type Public Joint – Stock Company
 Auditor PricewaterhouseCoopers

Our ownership comprise a percentage of 99.97 local – 79.88 are individually owned while 20.09 are owned by companies. The remaining 0.03 is currently owned by Arabs. There is no bonus shares issued in 2021.

Financial Performance

Below is an overview of our financial performance for the calendar year 2021. These consolidated financial statements are presented in UAE Dirhams (AED) which is the functional currency of the Group.

Financial Position	2021	2020	Increase/ (Decrease)	% Change
Total Assets	2,889,068,379	2,837,507,051	51,561,328	1.8%
Net Revenue	767,971,764	765,442,220	2,529,544	0.3%
Net Profit	118,148,669	114,777,593	3,371,076	2.9%

Segment Revenue	2021	2020	Increase/ (Decrease)	% Change
Hotels	164,619,462	132,883,987	31,735,475	23.9%
Retail	77,203,724	76,138,904	1,064,820	1.4%
Catering	533,369,454	562,779,886	(29,410,432)	-5.2%



Our Corporate Division

For management purposes, the Group is currently organized into four major operating segments. These segments are the basis on which the Group reports its primary segmental information.

Management monitors the operating results of its business units separately for the purpose of making decisions about resource allocations and performance management. Segment performance is measured based on profit or loss. The Group has only one geographical segment – United Arab Emirates.

Hotels & Resorts

A Leader in Abu Dhabi Hotel Management & Operation. The National Corporation for Tourism & Hotels (NCT&H) owns and manages some of the best Abu Dhabi hotels and resorts, such as the InterContinental Hotel Abu Dhabi, a unique luxury urban resort; the Danat Al Ain Resort, embedded in the famous "Garden City of the Gulf"; as well as the Danat Jebel Dhanna Resort and Dhafra Beach Hotel, both located close to Sir Baniyas Island featuring an 800-meter private beach settings ideal for business and leisure travelers. Featuring luxury amenities and authentic Arab hospitality, each resort property sets an unparalleled standard for Abu Dhabi accommodation and lodging.

NCT&H provides asset management and owner representation services in order to maximize returns and enhance asset value to its clients. NCT&H is able to assist ownership in improving asset value through working closely with hotel management companies and hotels owners, managing cash flow and controlling FF&E and capital expenditure.

We do have a thorough understanding of the investment cycle, therefore, we can advise our clients on what the best investment options are, as well as operational and other strategies aimed at unlocking value of our partners.



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Catering & Support Services

NCT&H Catering and Support Services division was established in 1996 to provide catering and facility management services to organizations across a range of sectors throughout the United Arab Emirates. Our knowledge of international best practice combined with solid experience in local markets positions us as a leading partner in providing comprehensive solutions for our client's individual needs.

As the first Catering and Support Services Company in the Middle East to have achieved 18001 OHSAS accreditation, we are fully committed in promoting the highest Health, Safety & Environmental standards in catering, support services, and human resources. Our Catering Division is the first catering and support Services Company in the region to upgrade 18001 into 45001:2018. We provide a wide array of specialized services to include:

- Contract Food Service
- Camp Accommodation Services
- Facility Management
- Building Maintenance
- Office Services
- Housekeeping and Janitorial Services
- Landscaping
- Pest Control
- Laundry Services
- Recreation Services
- Kitchen Design and Equipment Supply
- Turnkey Service, including planning and construction of all facilities



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Retail Division

NCT&H Retail Division operations essentially involve importing, marketing, distribution and retailing of beverage retail brands with due respect to the laws and customs of the UAE.

Cheers Abu Dhabi. “Cheers” aims to be the premier retail concept in Abu Dhabi. Our vision is the modernization of the Abu Dhabi retail shopping experience for our customers. From the effective management of a relevant and meaningful range, promotional and merchandising initiatives that go beyond customer expectations combined with the recruitment and training of experienced and knowledgeable staff for a confident personal service that cannot be beaten.

Hotels, Clubs, Nightclubs & Restaurants. The NCT&H On-trade team services and distributes our agency brands to the whole of the Abu Dhabi Market. Our experienced team work hard to create a beneficial offering meeting the requirements of individual accounts. Activation of key marketing activities, distribution focus, brand development and product throughput are all key elements to our success.

NCT&H is committed to contributing back to the community of Abu Dhabi as much as possible.





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Transportation Division

Complementing hotels and catering operations, NCT&H partners with the National Transport Company – joint venture arrangement, for its transfers and large movement requirements in the UAE. The logistics entity set-up in 2002 boast a wide range of luxury buses and new model Audi and Mercedes Benz vehicles, and offers 24-hours service for car rental, public transportation, airport transport and corporate requirements. The National Transport Company, established in 2002, prides itself with a distinctive fleet of modern luxury buses and new model of Audi and Mercedes Benz vehicles cars, which provide the highest level of comfort and safety for passengers at affordable rates.

NTC's reservation system is the latest technological system in the region, as it enables the operations staff to be in direct contact with the drivers via satellite GPS and GSM mobile phones, which are connected with headphones to the car meters. By using this technology, the operation room directs the driver in order to avoid traffic jams, sends requests for dispatching and destination points and hire fees.



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F&B Concept & Franchising

NCT&H has established a food and beverage track record which includes franchise handling and/or leading developing F&B concepts.

The following are its core brands of exquisite food and beverage concepts:

- Tanjore
- Luce
- Shooters
- Sahria Club
- Tarab Club
- Selections
- Byblos Sur Mer
- Tides Restaurant
- Latitude Jebel Dhanna Bar
- Tea Lounge
- C-View Café
- Waves Jebel Al Dhanna Café
- Zaitoun Jebel Dhanna Restaurant
- Hana Al Dhafra Bar
- Mayadeen Al Dhafra Restaurant
- Café at the lobby
- The Bay Shore
- Fishmarket
- Chamas Churrascaria Brazilian Restaurant
- Arabesque

The following are franchise agreement with local and international affiliations.

- Circo Restaurant
- The Belgian Café
- Cho Gao Asian Experience
- McGettigan's



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Development & Projects

As part of the National Corporation for Tourism & Hotels strategic road map to bring a new dimension of classic luxury hotels and style, NCT&H is working on developing various Abu Dhabi luxury hotels, which, combined with our legendary Arab hospitality, brings an unparalleled service level to the region.

Intercontinental Grand Marina Residences

Situated in Al Bateen will feature luxury serviced apartments ranging from studios to three-bedrooms with beautiful sea views and an exclusive private beach. The residences will also have all-day dining options, premium pool and spa facilities with an access to the short walking distance Marina. This project has resulted from a 20-year management agreement with National Corporation for Tourism and Hotels (NCT&H) and InterContinental Grand Marina Residences, and it is expected to be completed mid 2022 with 130 keys.

Capital Views Project

National Corporation for Tourism and Hotels (NCT&H), through a joint venture, is undertaking a project development situated in the Abu Dhabi National Exhibition Centre (AD-NEC) area, which will be modern, urban and mixed-use in the heart of the business and exhibition area of ADNEC. The project is ongoing and will be ready in the first quarter of 2022. It will comprise of one, two, and three-bedroom residences under the larger umbrella of 319 residential apartments, alongside 323 serviced apartments.



Economic Responsibility

Highlights of 2021

Total Revenue of the Corporation is Dhs. 768 Million compared to the Dhs. 765.4 Million in the past year 2020.

The Hotel Division of the Corporation have reported increase in revenue by AED 31.7 Million from the last year.

Net Profit for the year 2021 is AED 118.1 Million, an increase of AED 3.4 Million from 2020.

Ongoing Hotel Apartments project under the brand name Grand Marina "Intercontinental" is progressing well with the project expected to be completed mid of 2022.

The residential & hotel apartment building project in ADNEC is ongoing and is also expected to be completed by Q1 2022.

In the year 2018, the Emiratization rate in the Corporation was 3%, and in 2019 the Emiratization ratio in the Corporation's head office was 4%, while in 2020 it reached 6% and was successfully retained for 2021 at 6%.

Approximately 10,000 NCT&H employees chose to vaccinate. Representing 95% of the staff including catering and support services, hotels, transport, and retail division. In 2021, we continued our support by encouraging everyone to take the booster shot, as part of our commitment to community safety.





Governance & Integrity

The National Corporation for Tourism and Hotels is committed to the highest standards of management, deriving its values and strategy from a system that integrates ethics, transparency, integrity, disclosure, accountability, and the practices of leading and compliant companies. The Board of Directors has been active in building a strong corporate governance culture that plays an important role in defining and implementing the standards of responsibility that enable the management to manage the Corporation to the best benefit for shareholders.

Managing the Corporation's business and providing guidance to the executive body in line with the Corporation's objective strategic and policies prescribed by the Board of Directors and the provisions of the law and the provisions of other legislation related to the work of the Corporation and its activities.

Task and responsibilities assigned to the executive management includes:

1. Providing accurate periodic reports on the financial position of the Corporation.
2. Procedures taken to manage the risk and the internal control system.
3. Enable the Board of Directors to review the objectives, plans and policies set and to review the management's performance.
4. Provide any necessary information and document in an appropriate time.
5. Provide the regulatory bodies any information, data, and documents required in accordance with the provisions of the law.

For more information, please refer to our 2021 Corporate Governance Report.

Compliance & Ethics

Our Corporation values the principles of accountability, honesty, and integrity in all aspects of its business. We recognize that the involvement of its employees is key to the future success of the business and we are committed to adopt best practices in employment matters, recognizing the role this plays in attracting and retaining our staff.

Competition and Fair Dealing

NCT&H is a firm believer in succeeding through honest business competition. Employees endeavor to respect the rights of and deal fairly with Company's customers, competitors, and other employees.

Equal Opportunities and Anti-Harassment

NCT&H is committed to providing equal opportunities in all aspects of employment and will not tolerate any legal discrimination or harassment of any kind.

Workplace, health, and safety policy

The Company's goal is to provide a consistently safe environment for both our team members and our guest. In an effort to ensure this goal becomes a reality, the Company has established the related practices and guidelines and employees are expected to comply with the same.





Risk Management

The ERM framework defines essential components, suggests a common language, and provides a clear direction and guidance for risk management department and its objective in implementing Enterprise Risk Management within the Company. The following four (4) benefits are expected to be delivered to the Management:

- Provide Senior Management a clear, objective picture of the total financial impact of different risks faced by the various departments within NCT&H, and insight into how to mitigate them;
- Develop a common understanding across NCT&H, its Board of Directors and Executive Management of what are, and are not acceptable risks, so that decisions across Management levels are taken in accordance with the Senior Management's risk strategy;
- Prioritize the risks faced and ensure that risk mitigation focuses on the important risks; and,
- Communicate NCT&H's risk management capability to the Board of Directors and related committee.

Risk Management *(continuation)*

The Board of Directors is committed to fostering a culture of risk management and developing and implementing frameworks, processes, tools and structures that systematically and proactively identify, measure, mitigate and

- Communicate objectives and key principles of risk management;
- Develop a common understanding across the Company of acceptable risks, so that decisions across management levels are taken in accordance with the Company's strategy.
- Formalize and communicate consistent process and tools for identifying, measuring, mitigating, monitoring and reporting risks at all levels within the Company; and,
- Assign accountability to all staff for the management of key risks pertaining to their areas and define their interaction.





Business Continuity

The Group has performed an assessment of whether it is a going concern in the light of current economic conditions and all available information about future risks and uncertainties. The projections have been prepared covering the Group's future performance, capital and liquidity. The impact of COVID-19 may continue to evolve, but at the present time, the projections show that the Group has sufficient resources to continue in operational existence and its going concern position remains largely unaffected as of the date of issuance of these consolidated financial statements.

The Group will continue to closely monitor the impact of COVID-19 as the situation progresses to manage the potential business disruption COVID-19 outbreak may have on its operations and financial performance in 2022.

For more information, please refer to our 2021 Annual Report.

Supporting Local Suppliers

We encourage our procurement team to incorporate minimum of 20% of local supplies in their products and services. Local products are given higher priority in terms of supplier selection. Suppliers with high ICV scores are prioritized in awarding the business thereby participating in promoting local vendors and entrepreneurs. The approval of a supplier is based on one or a combination of the multiple criteria including, past experience, certifications, credibility, reputation, HSEQ compliance, internal evaluations, and possible effects to sustainability.

Employment Sustainability

Our culture is all about our employees. The development of our employees is our aim and priority; we share the same commitment to quality. The work we do is carried out to standards beyond best practice in an exciting environment where success thrives. The expert services we provide to our clients are all down to the employees who work with us. Besides that, we are reviewing the performance of our employees on annual basis in order to encourage them to work smart and ultimately get the deserved reward as we organize special workshops from time to time in order to raise the spirit and the meaning of the team work.

Government Assistance

Department of Culture & Tourism of the Abu Dhabi Emirate has decided to provide an exemption on the sales of hotel establishments from tourism & municipality fees including municipality room fees starting from January 1, 2021 until June 30, 2021. Afterwards, the DCT has decided to grant once again this exception valid from November 4, 2021 till December 31, 2021.





Sustainability Strategy

Since our founding, sustainability was a core component of our strategic direction and vision, positioning us as pioneers of corporate sustainability in the region and the world and to this day, sustainability is integrated into our operations at all levels. The NCT&H strategy is fortified by an evidence based, stakeholder-centric approach that is responsive to the needs of stakeholders and the dynamic changes occurring globally, regionally, and locally. Embedded in our approach is the proactive stewardship of the Six Capitals.

1. Natural
2. Human
3. Social and Relationship
4. Manufactured
5. Intellectual
6. Financial



Environmental Duty

Partner for waste reduction

NCT&H is regulated by Center for Waste Management, TADWEER. Waste generated by NCT&H is managed as per the guidelines by TADWEER. All recyclable and non-recyclable wastes are disposed in appropriate recycling centers which are managed by Abu Dhabi Waste Management Center.

In a report issued last 2021, Catering sites disposed of **178.02 tons of recyclable waste, 1,905 tons of non-recyclable waste, and 5.52 tons of Agricultural Farms (Putrescible waste).** Both recyclable and non-recyclable wastes are quantified, and measures are in place to reduce year on year. NCT&H corporate office closely monitor the improvements in terms of waste reduction programs.



Green Practices

The use of lighting, heating and air conditioning is constantly monitored to ensure these resources are not wasted without compromising the comfort of our guests. Stationery items are reused wherever possible. Soap dispensers are used in public toilets to reduce the waste from under-utilized soap bars. Implementation measures are continually monitored for progress through regular assessment.

Introduced Recycling Program

All glass bottles and aluminum cans are collected separately and recycled. Plastic materials are collected separately from the place of waste generation including laundry, restaurants and food production areas by an assigned person and recycled. Printer cartridges and batteries are recycled where possible. Waste paper and cardboard collected from the entire hotel is separated from landfill waste for recycling. Cooking oil is collected by a licensed contractor and recycled.

Environmental Initiatives

Hotel divisions encouraging guest to protect the environment through simple ways of encouragement such as recommending that daily washing of towels is unnecessary as part of Go Green initiatives.



Partner of preservation

Water Conservation

Hotel rooms have been equipped with showerheads, toilets and faucets that conserve water. Water less urinals have been installed in hotel public areas and employees toilets. Guests can do their part by opting to have their linens changed on the second night of their stay, in order to reduce the amount of water and chemicals used in the cleaning process. Guests can participate in the towel re-use program, in which they can hang their towels back on the rack and reuse or simply place the towels in the bathtub to be replaced by clean, fresh ones.

Electrical Energy Conservation

New, low-energy lighting (LED) is being used within the hotel. All equipment being purchased are Energy Star® compliant. New programmable thermostats in guestrooms eliminate unnecessary energy usage. Energy efficient light bulbs are installed wherever possible and ongoing. Guests can participate by keeping their door closed when the air conditioning is switched on.



Paper Waste Limitation

Email communications are only printed when necessary. Advertising and bookings are encouraged via the Hotel web sites to reduce paperwork. There is an on-going program to re-use paper at all hotel offices and reception desk before they are discarded.

Green line Environmental Services

We have partnered with Green line Environmental Services to further support us in our objective of efficient and effective waste management. Included in the risk assessment are the following forms of activities and its hazard aspect:

- Collection, construction, demolition of waste
- Collection of bulky and green waste
- Waste handling and transportation
- Chemical handling
- Cleaning and maintenance of bins and skips
- Mechanical and manual sweeping

Waste Segregation

Waste segregation at source is already practiced. A proper waste segregation plan is proposed for further actions according to the scope of NCT&H activities. Waste segregation can be done manually or mechanically. Following are the details for waste segregation:

- All waste will be segregated at source as per type of waste (recyclable, non-recyclable/non-putrescible, putrescible and hazardous).
- Wastes shall be collected, segregated and stored in color-coded waste containers for different types of wastes.
- For reuse purposes, some waste such as used printers, computers, or metal will be sold to a downstream vendor and record keeping will be in place.

Source segregation awareness build-up training for employees and staff will be continued in the coming year.

Waste Management Policy

NCT&H has chalked out a waste management policy that is based on the 3Rs strategy. The main aims of the waste management policy are as follows:

Management Commitment

Top management will ensure the effective and integrated implementation of the waste reduction plan within the organization.

Encourage and Promote 3Rs Culture

To encourage and promote the organizational culture in coherence with the 3Rs (reduce, reuse, and recycle) strategy.

Reduce Landfill Waste

The management will ensure the implementation in line with the policy, which aims to enforce minimizing the negative environmental impacts of business activities by reducing the landfill waste and ensuring disposal of waste materials in an environmentally responsible and safe manner.

Availability of Resource

Management will ensure the provision of all resources (financial and human) necessary for the implementation of the Waste Reduction Action Plan.

Training and Awareness

The management will engage a specific team for the implementation of the Waste Reduction Action Plan. This team will also ensure the provision of training and awareness corresponding to specific roles, responsibilities, and tasks within the integrated framework to achieve the overall objectives.

Sustainability of Waste Management System

The management will engage a specific team for the implementation of the Waste Reduction Action Plan. This team will also ensure the provision of training and awareness corresponding to specific roles, responsibilities, and tasks within the integrated framework to achieve the overall objectives.



Waste Reduction Action Plan

As a responsible entity, NCT&H believes in sustainability, respects the local applicable laws and is committed to the implementation of Abu Dhabi Vision 2030. Our WRAP aims to establish a waste management baseline and to reduce waste generation at the NCT&H facility. It also ensures environmentally sound disposal of waste.

This Waste Reduction Action Plan (WRAP) has been prepared for the purpose of clearly identifying the requirements for managing the wastes generated by day-to-day operations of NCT&H in order to achieve:

- **20% overall waste reduction per year** to comply with Tadweer requirements for the Waste Reduction Action Plan (WRAP).
- Procurement of equipment and services for implementation of the **Solid Waste Management** (SWM) system and to provide a baseline for all other types of waste management plans.
- Consolidation of information about the SWM system by conducting well-defined **accountability for generated waste**.
- Compliance with **Waste Reduction Policy**.
- **Compliance with regulatory** requirements.



- Increased profitability by **reducing, recycling and reverting** waste from landfill.
- Increased **awareness of employees and staff** so that they can contribute and support the management for the effective implementation of a plan to reduce waste.
- Identification of all types of waste produced during organization activities and to take **appropriate measures to control and reduce** waste.
- Promotion to **reduce, reuse, and recycle culture** in all services and activities of the corporation.
- **Environmentally sound disposal** of waste.
- **Continuous improvement** in the waste management system.
- **Management of waste** contractors.

Types of Waste

NCT&H has a diversified portfolio including catering, support services, facility management, and cleaning services. NCT&H also operates as an environmental service provider and has a permit to practice waste management from Tadweer.

Following is a list of the types of waste generated at NCT&H facilities and other sites where NCT&H is responsible for waste management:

- Inert/Street Sweeping (Garbage)
- Wood Waste
- Paper/Carton
- Plastic
- Chemical/Waste



Waste Management Process

NCT&H adopts best waste management practices to handle all types of waste (both hazardous and non-hazardous). NCT&H implement the 3Rs program to achieve Waste Reduction Action Plan objectives, including a 20% overall waste reduction in the coming year in line with Centre for Waste Management (CWM) requirements. As far as recyclable waste is concerned, paper, plastic, and wood waste are stored separately after segregation in designated areas/skips for final disposal at recycling facilities.

NCT&H Client Sites

NCT&H is the CWM approved environmental service providers (ESPs) for ADNOC Gas Processing Asab, ADNOC Gas Processing Bu Hasa, and ADNOC Refining ADRD. The types of waste collected from these facilities consisted of inert/street sweeping (garbage) and wood waste.

NCT&H Head Office

NCT&H has signed a contract with the CWM approved ESP Zone Waste Management and Recycling-Sole Proprietorship LLC for the collection of waste from its head office. Paper and plastic was produced from this location.

NCT&H Chemical Store

NCT&H has also signed a contract with the CWM approved ESP Zone Waste Management and Recycling-Sole Proprietorship LLC for the collection of waste from its chemical store. Chemical waste was generated from this facility.



NCT&H Retail Division

NCT&H has signed a contract with Averda Waste Management LLC for the collection of waste from its retail division.

NCT&H Catering has contract with AVERDA Waste Management LLC for the collection of regular waste, plastic, and cardboard recycling from the central warehouse.



Corporation Programs

Earth Hour (March 27, 2021)

Our Hotels participated in the global initiative, called Earth Hour, organized by World Wide Fund for Nature (WWF). This celebration is a movement in uniting everyone to take action on environmental issues and to protect the planet.

The lights-out event is a symbol of a broader commitment toward nature and our planet. For further details, refer to <https://www.earthhour.org/faqs>

AON QW Camp Cleaning Campaign

(October 2021, November 2021, December 2021)

The catering and support services division held multiple cleaning campaign activities as part of our continued support to the community.

Desert Cleaning Campaign (January 3, 2021)

As part of NCT&H commitment to (HSEQ), management and staff engaged in a cleaning exercise in Abu Dhabi Buhasa Central Camp (BCC).

Can Collection Campaign

NCT&H was awarded a certificate of appreciation by the Emirates Environmental Group for contributing 62 Kg of aluminum cans for the can collection day 2021.

Tree Planting

It is humbling to return to nature, what nature has been constantly giving us. We are the seeds that the past has planted and through this simple act we hope that the future generations would benefit from these seeds.

Sewage Treatment Plant

One of our owned hotels – Danat Jebel Dhanna Resort, is able to recycle and reuse water. All purified and recycled water are being used for the irrigation system to maintain hotels garden areas, plants and trees. Lab testing is periodically performed to ensure that the produced recycled water does not result to any risk to any one staying in our property. This was made possible through our partnership with Enleon Technical Services L.L.C.

Food Wastage Program

Another initiative taken is the implementation of a food waste prevention month. This is a great reminder for us to appreciate the blessings we daily receive and value more what the importance of the food in our table. Through this way, we are able to minimize the amount of food waste through the efforts of our employee community.

Beach Cleaning

Nature is something we have always admire. The views through the hotel rooms are nothing but breathtaking. Still, there are times that we take this for granted. We, as a community, believe that every act of kindness toward natures would return to us in tenfold. We hope that through this initiative, we may inspire others to take care more of our nature – even through small acts.

Water Saving Awareness

To raise awareness home water conservation, DJDR held an awareness initiative to encourage staff to conserve water when possible.

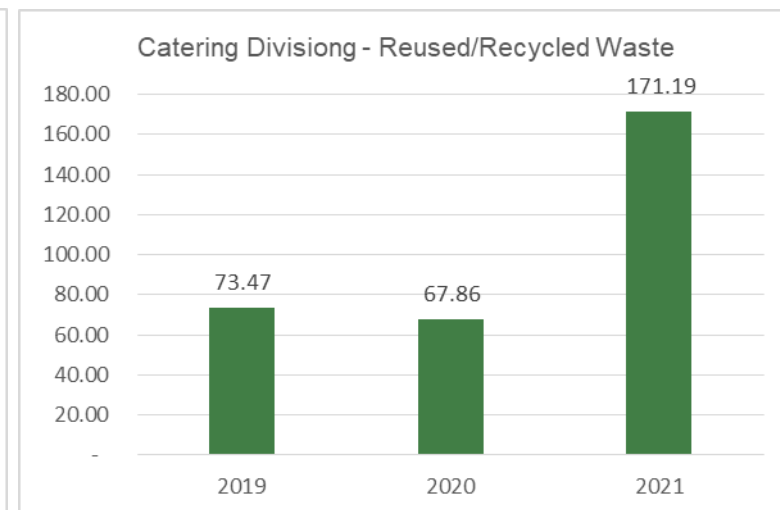
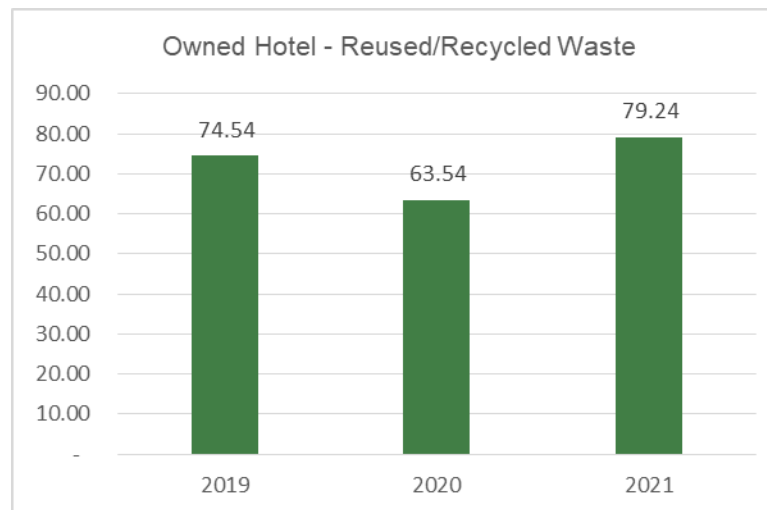
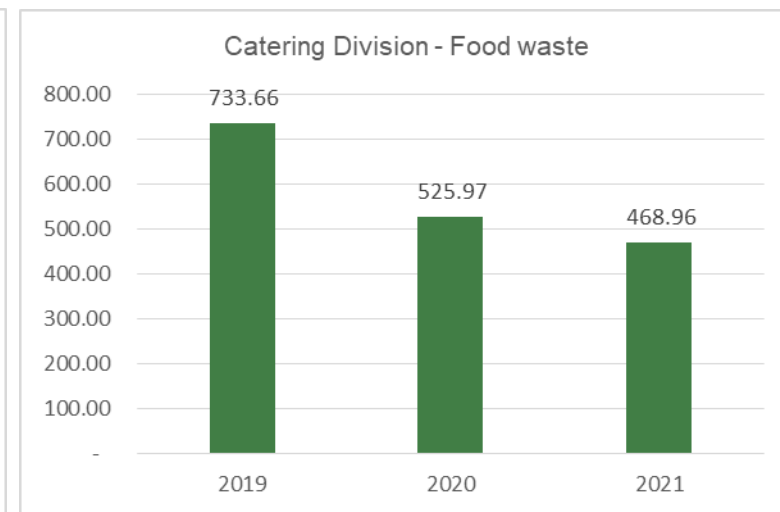
Green Parking (EV Charging Stations)

One of the initiatives taken by the corporation is making available EV Charging stations in our owned hotels. Through the partnership with Future Link, Porsche, & Tesla, may now recharge their vehicles in the Hotels. By opening an avenue for renewable energy consumption, it allows us to decrease the number of consumers who are still tied up with using non-renewable sources. As a background, non-renewable energy are sources that carries great risk of depletion. Examples of this are coal, petroleum, and natural gases.

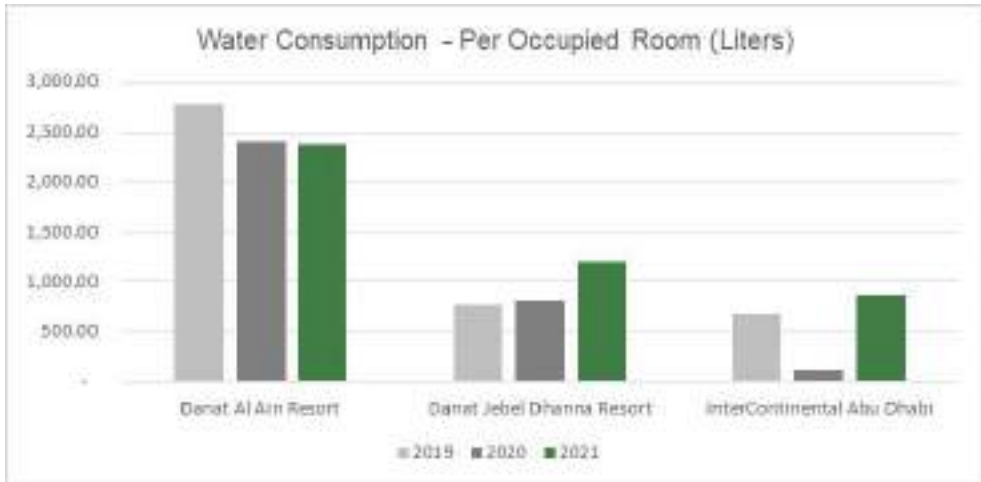
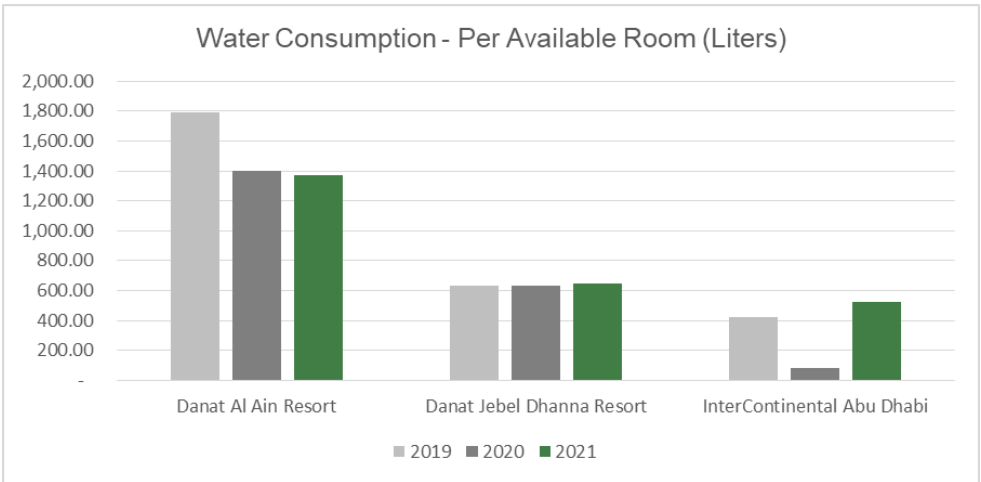
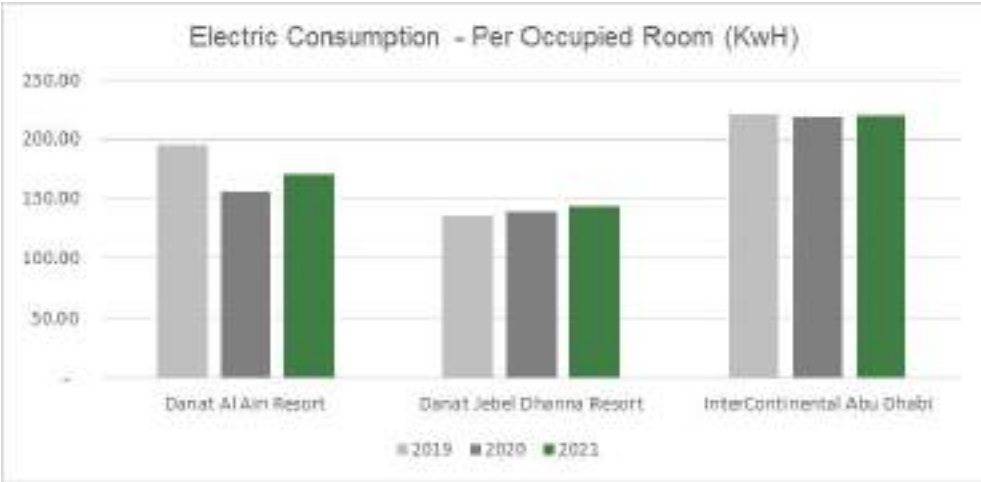
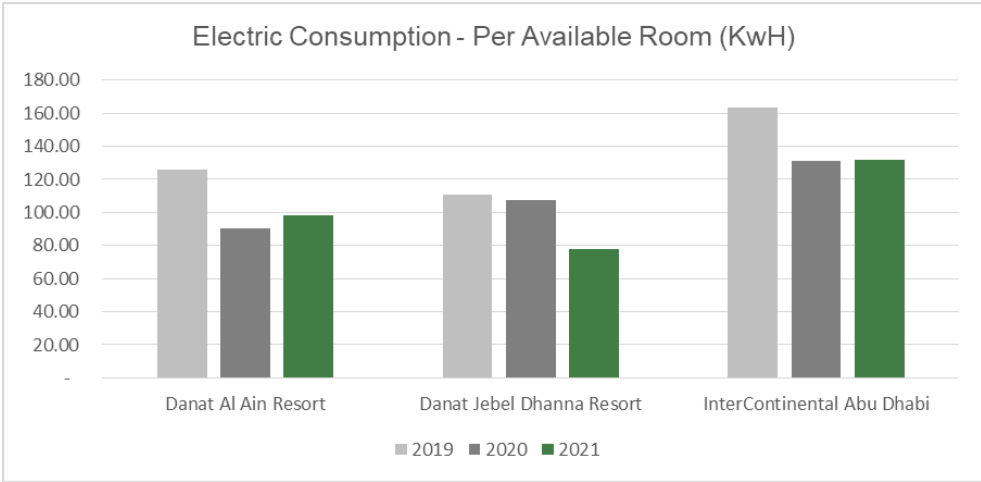
Data Statistics

Performance metrics

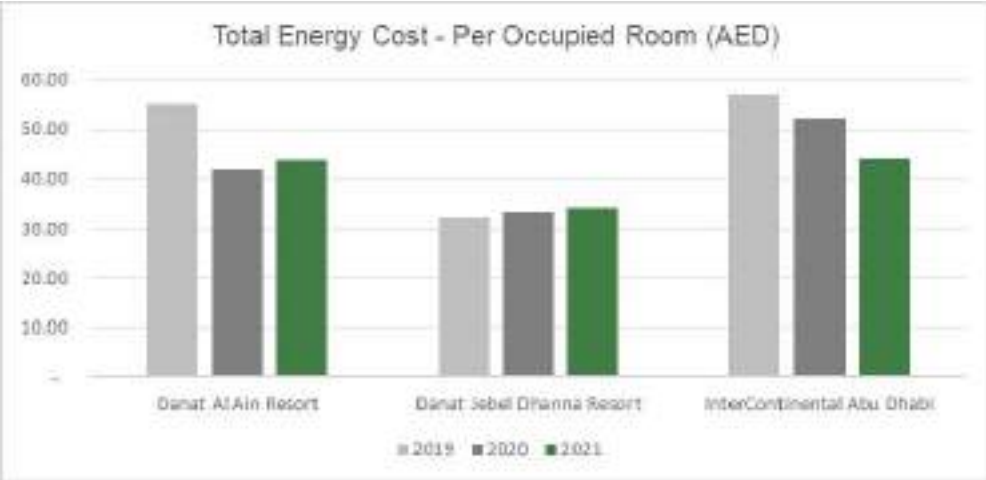
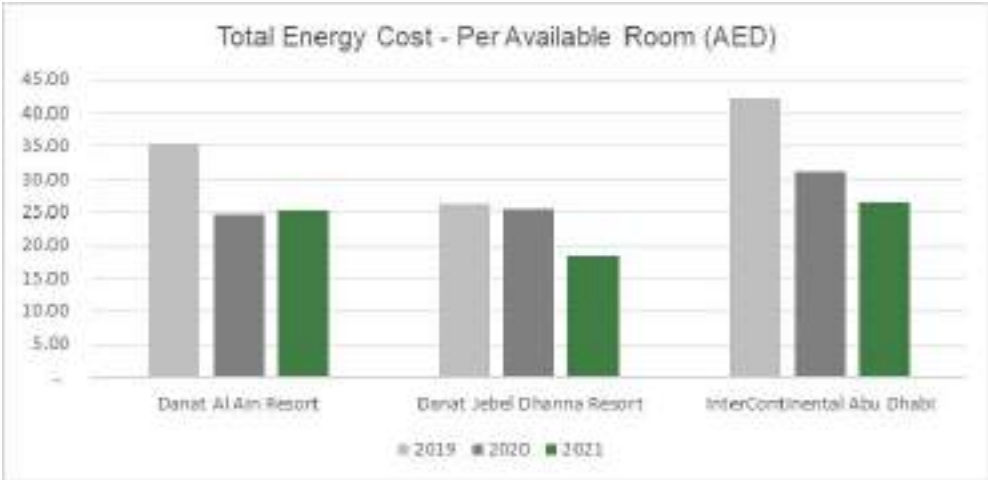
2021 continued to be a challenging year for everyone, we have pushed our best efforts to achieve reduction of waste while increasing our efforts in recycling. However, it would be noted that we had difficulties in waste recycling specifically for catering division, as we tried to acclimate as well with how to address the current COVID-19 pandemic. Our Owned hotels on the other hand, was able to support said recycling through limitation of waste as well (e.g., by using only what is necessary). This would not be possible without the support of our customers who have participated in our initiatives. Figures presented are in Ton.



Data Statistics



Data Statistics





Life at NCT&H

Our Philosophy

The difficulty of finding an enthusiastic and committed workforce has intensified and thus it will be crucial that we make every effort to attract good people and that we retain them. Human resources programs are developed to handle this labor shortage by focusing on crucial issues such as productivity, motivation, standards, training, hiring, and development. Often people assume that the HR department is responsible for these issues, whereas in reality, every manager must develop their employees. The HR department acts as a support service.

Increasingly more Human Resources Programs are being developed for employees in guest contact position since their actions and service determine whether our guests come back. The front desk clerk or attendant knows best what services the guests want. Thus, employees are the most important resource in the hotel. Training programs must be developed to ensure employees know their jobs, their product, and the Danat Hotels & Resort standards of service.

Finally, we aim to provide opportunities to ensure that we retain our employees.

Vision

The vision of Danat Hotels & Resorts is to become one of the top three regional hotel operators in the UAE. We will grow our portfolio of properties by pursuing management agreements, lease agreements as well as developing our own hotel.

Mission

Our mission is to maintain our achievements, to improve them and to create new value for our customers, employees, and shareholders.



Engaging our people

Even though 2021 was a difficult time for our community, we managed to hold simple events to remember and strengthen our bond as a community. Programs such as, wellness activities, cricket tournament, basketball tournament, national day celebration, and many more.

Our objective is to always unite our employees and to be there even during difficult times.

We are proud of the number of employees who have dedicated their profession and have stayed with us through the years. Our diversity in age represents our acceptance and respect for each generation.

Corporate Culture & Principle

Culture is made up of many components including traditions, principles, core values, beliefs, operational philosophy and visions. The following outlines our company's beliefs and principles, which forms an integral part of our culture:

Ethical Behavior – We push to adhere to the highest ethical and business etiquette standards in accordance with best practice and laws of the countries, states, and cities in which we do business.

Technological Advances – We aim to use the most effective technology and systems available that will achieve strong analytical abilities, improve the financial controls, and assist in having adequate historical data in all pertinent aspects of the business.

Environmentally conscious & Productive – We are conscious, respect and are committed to undertake our fair share in seeking to preserve and protect the environment when conducting business.

Best Practice for Corporate Citizenship – We respect our suppliers, associates, and communities and strive to achieve a balanced, fair, and harmonious co-existence within communities and its environment.

Individual Opportunities, Communications, and Expressions – We give our employees the appropriate resources, training, and authority required to carry out their responsibilities. We treat each other fairly with respect for individuals, while developing our talents and skills to their fullest potential to increase our contribution to the success of the organization we are in.



Quality and Customer Orientation – We recognize that superior quality of products and services are key elements in fulfilling both internal and external customer expectations.

In Search of Excellence on behalf of our Shareholders & their Interest – We pledge to protect and ever seek to increase shareholders interest and value at the best of our ability. Thus, through continuing financial growth of each business, we will constantly improve the return on investment to our shareholders.



Equal Opportunity

We are committed to a policy and practice of deciding all matters relating to employment – including hiring, compensation, advancement, transfer, and promotion – solely on the basis of qualification, experience, and merit. We do not discriminate on the basis of race, religion, complexion, gender, age, national origin, handicaps, marital status, education, or medical record.

The employee's advancement within the organization depends upon his or her performance. The employee is considered for advancement when he or she demonstrates the competence and judgement needed for the next level of responsibility. The performance of the employee is evaluated in writing at least once each year.

Promotion

The Owned Hotels promoted a total of 12 females and 36% of the total ratio of inter-company transfer were attributed to females. However, as 2021 pandemic continued to have a huge impact to the industry, the number of promotions were limited.



Increment

We were able to retain a ratio of 15% attributed to females for increment purposes. Similar to the numbers of promotion, increment has also been limited and have been carefully assessed on a case to case basis.

Women Empowerment

Diversity allows us to learn from one another. However, we understand that it has been a struggle worldwide to close the gap between the female to male ratio for any given industry.

This year we showcased our support for the female representation by joining them in the international women's day held last March 2021.

Our goal is that we become an organization wherein equal opportunity is made available for everyone. Looking ahead, we are committed in continuously decreasing the gap between the male to female ratio and we are devoted to include more programs that allows us to create a safe working environment.



Employee Recognition

Employees are the most crucial resource in our company and should be frequently recognized for their achievements such as employee suggestions, honesty, extraordinary performance, and the likes. The HR department is responsible for developing creative ways to recognize employees for various reasons. The HR Manager must also ensure that management clearly understand the value of praise and practice it daily.

We appreciate our employees who show commitment and excel in their jobs and show our gratitude through our Employee of the Month program (EOM). Wherein, each month one employee is being nominated as the EOM. We also have the Employee of the Year Program as an extra token of appreciation to the efforts exerted by the team.



A monthly and yearly recognition is made in recognition of the hard work and commitment which significantly contribute to the success of the Corporation. Performance evaluation is completed based on the following criteria:

- ✓ Job Knowledge
- ✓ Quality & Quantity of work
- ✓ Attendance
- ✓ Commitment
- ✓ Capacity to develop
- ✓ Communication and team work
- ✓ Attitude & Behavior
- ✓ Equity and Impartial
- ✓ Problem Solving
- ✓ Decision Making
- ✓ Judgement
- ✓ Initiative & Motivation
- ✓ Planning & Organizing
- ✓ Personnel/Uniform appearance
- ✓ Productivity
- ✓ Creativity
- ✓ Reliability
- ✓ Adaptability
- ✓ Listening Skills
- ✓ Safety & Security
- ✓ Adherence to guidelines

Training & Development

The management trainee program is a fast-track program that trains highly potential employees for management positions. Candidates may either be new employees or employees who have been with the company for a period. The program combines theoretical and practical training in all aspects of the hotel, and the duration of the program may last up to a one full year.

NCT&H Catering and support services division is an approved training center from Highfields UK and delivers training programs in Food Safety, Health Safety, and HACCP. The division has qualified trainers who are delivering courses on the above areas from basic to advance.



Community Development

The Corporation and its employees are proud of the positive impact they have on many levels in the areas where they work and live, and they prioritize this impact in all their activities in local communities on which they depend for the operational mission's support, the purpose is always to give adequate consideration to social issues when planning and implementing projects and programs that the Corporation is working on. Working together to bring positive change, build strong relationships in the community and reduce the environmental footprint caused by the activities of some companies in their areas of work, and lead through providing engagement with the community in the Company.

The National Corporation for Tourism and Hotels believes that it can have a significant impact on the local community. The Corporation supports local and regional care, as well as many non-profit humanitarian working together towards a common goal, which builds strong relationships.

Many reasons support a Company. It may be based on the needs of the community, goal driven activities, or the demonstration of a corporation's commitment toward humanitarian reasons – even if the same falls outside the core areas of their industry.

During the year 2021, the Corporation provided support in the amount AED 34,800 in sponsoring the Specialized Center for the Care of Children with Disabilities. There is also the Corporation contribution of AED 37,800 to distribute food on Eid al-Adha to those in need. Lastly, a donation of AED 15,500 for the mobility medical equipment.

For more details, please refer to our Corporate Governance Report 2021.

Mental Wellness

During the recent pandemic, NCT&H Catering and support services team had identified the necessity of enhancing employee's mental wellbeing. There were many sessions organized for employees at site who are away from their families and not able to see them since the pandemic. Together with enhancing the welfare activities, a structured training program was rolled out on Mental wellbeing. Sites organized workshops which helped to keep the momentum high.

World Food Day

NCT&H participated in World Food day program which is organized by World Food Organization under the theme Zero Hunger on 16th October 2021. During the campaign, we rolled out different training and awareness sessions related to food waste, importance of fighting hunger etc. All staff pledged their commitment to fight global hunger.



A Safe Working Environment

NCT&H has developed Food hygiene and Quality system standards based on the HACCP concepts and proudly hold the following ISO certifications:

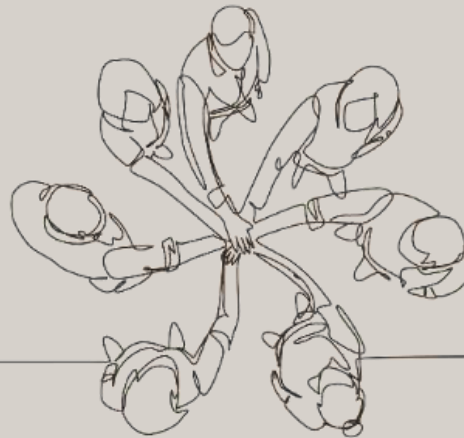
- ISO 9001:2015
- ISO 14001:2015
- ISO 45001:2018
- ISO 22000:2018

Catering division - across all the 16 site locations, successfully certified in Health and Safety, Quality, Food Safety, Environment, and HACCP Certification. NCT&H also follows the highest standards in cleaning services. The division is approved from British Institute of Cleaning Services (BICS).

The Go Safe Certification is a program endorsed by the Abu Dhabi Government, which testifies to the implementation of cleanliness and hygiene standards designed to minimize the spread of the COVID-19 virus in tourist premises. On the other hand, Dubai government authorities launch the Dubai Assured stamp to demonstrate to visitors that each hotel, restaurant, retail outlet and attraction is compliant with the strict safety and hygiene measures, in line with international health and safety standards and protocols.

Above mentioned certificates granted by the Abu Dhabi and Dubai Government are successfully issued to NCT&H establishments to certify its compliance achievement on the standards of cleanliness and hygiene. Existing control measures help us to reduce the number of incident over a period of three years and increase the number of near missing reporting in the division.

Our Hotels in its best effort, has also pushed through multiple series of trainings and reminder to further strengthen the degree of safety as a primary safeguard against the current pandemic situation. Dissemination of information are not limited to training but also includes general reminders which could be found throughout the entire hotel.



Cleaning & Safety Practices

Enhanced cleanliness measures

- Disinfectant is used to clean the property
- High-touch surfaces are monitored, cleaned, and disinfected
- Follows industry cleaning and disinfection practices

Social distancing

- Social distancing measures in place
- Safety reminders for recommended distance

Safety measures

- Personal protective equipment worn by staff
- Temperature checks given to staff
- Temperature checks available for guests
- Hand sanitizer provided

Health & Safety Measures

Safety features

- Staff follow all safety protocols as directed by local authorities
- Shared stationery such as printed menus, magazines, pens, and paper removed
- Hand sanitizer in guest accommodation and key areas
- Process in place to check health of guest
- First aid kit available
- Access to health care professionals

Cleanliness & Disinfecting

- Use of cleaning chemicals that are effective against Coronavirus
- Linens, towels, and laundry washed in accordance with local authority guidelines
- Guest accommodation is disinfected between stays
- Guest accommodation sealed after cleaning



Physical Distancing

- Cashless payment available
- Physical distancing rules followed
- Screens for physical Barriers placed in between staff and guests in appropriate areas

Free PCR Testing

PCR test requirements has also been administered regularly to be able to identify any asymptomatic cases to help decrease the spread of the virus. Even after the vaccinating majority of the employees, the corporation still continued its mandatory free PCR testing to ensure the safeness of the workplace and Labour accommodations.

Preventive measures taken into account by the corporation

Multiple measures has been taken by the Corporation to help curve the spread of the global pandemic. Said actions and steps taken are – but not limited to:

- Determining the critical functions for business continuity measures, taking into account the potential impacts of business interruptions
- Reduction of workers to the minimum level in accordance to any pronouncement by the authorities
- Continuously sterilizing equipment and facilities, and implementing controls to leave sufficient distances between the facility's employees, and customers
- Providing check points where temperature test could be taken as first line of defense for identifying any possible symptoms.
- Ensuring the availability of all necessary protocols specifying the necessary procedures, responsibilities and resources.
- Preparing posters in several languages that the worker understands in the workplace, including procedures to be followed to prevent the spread of the virus.
- Sterilization of Labour housing and facilities.

Covid-19 Management

During 2021, we are proud of our continued commitment and support to the government's initiative amidst the Covid19-pandemic.

It was also in the year 2021 when the entire world was struck with variants which both had differing issues. One caused heavy toll into an individual's body; where the other caused immediate wide spread amongst the community. As we are worried on the health and welfare of our employee/community, we remained vigilant and proactive in addressing rising concerns due to this global pandemic.

We encountered doubts as to how we may move forward with the implementation of booster shots, considering that there is a mix of information which can be gathered through various data channels. Social media also played a big factor also on how an individual understood its possible benefit and impacts.



We believed that open communication is a key factor for us to succeed in this endeavor. Without starting the conversation, shadows of doubt would remain casted and we continue to be vulnerable with the possible impact of covid-19.

Periodic examinations for workers and employees were also retained as part of the precautionary measures as issued by Emirate of Abu Dhabi. Al Hosn Application played a vital role also on the data gathering information. Through the application, we are able to confirm the status of anyone for any given time.

Health awareness material were also distributed from time to time to serve as a reminder for everyone to take care of their wellbeing.

Our management remained within reach and have always been passionate about how we can always better improve the measures taken to fight this battle. Varying changes in the international travel restriction also was another factor for consideration.



The impact of COVID-19 continues to evolve, hence there are uncertainties and likely significant risks that may impact the business in future. The Group is taking preemptive measures to monitor and manage the situation to the best of its abilities to support the long-term continuity of its business and make the necessary judgements and estimates as may be required.

For more details, please refer to our 2021 Annual Report

Choose to Vaccinate

The National Corporation for Tourism and Hotels (NTC&H) chooses vaccination and protection and urges its employees to take the COVID-19 vaccine. Approximately 95% of workers and employees of the National Corporation for Tourism and Hotels, have been vaccinated against the Covid-19 virus.

The United Arab Emirates under its wise leadership has provided guidance, support and follow-up to ensure protection for all citizens and residents alike in the face of this pandemic, and the "Choose Vaccination" campaign had a great impact in educating the public and encouraging them to make the right decision to receive the vaccine. In this context, NTC&H has decided to intensify support for this national campaign by encouraging and motivating its employees to receive the vaccine.

The Chairman, His Excellency Sheikh Hamdan bin Mubarak Al Nahyan, communicated directly with the employees to encourage and support them in making the right decision, which strengthened their confidence and urged them to continue their work in a safe environment.

The National Corporation for Tourism and Hotels, with all its divisions and departments, from Catering and Support services, Hotels, Transport, and Retail, works as one team in combating the COVID-19 pandemic and in protecting the health and safety of everyone.

In our continued support for the community, we have encouraged all of our staff for the booster shot. This enables us to lessen the risk if and when contacted with the novel coronavirus. This also acts as one of the first line of defense if and when any employee test positive. As a working community, we make sure to look out for each other by small acts of individual contributions.

We all extend our sincere thanks and gratitude to our wise leadership for providing all means of support and protection for us.



Meet the Team



**Tin Htoo – Bellman
(Myanmar - Asia)**

I feel more at home, more comfortable working here. Danat genuinely cares for your growth, both professionally and personally.

I am happy just to have a job in this difficult time of COVID & Thanks to Danat Jebel Dhanna for giving me this opportunity to grow.

**Aya Sahloul – Guest Service Agent Front Des
(Egypt – Middle East)**

Danat Jebel Dhanna is a great place get to kick start of my life, I get so much enthusiasm when I see people working full of excitement. I am thankful for the company for giving me this opportunity to come here to Jebel Dhanna at that time where the whole world is stuck with the pandemic situation. I just love being a part of the team and feel great pride in saying.



**Moiz Ur Rehmen – General Accountant
(Pakistan - Asia)**

It has been great pleasure to join such a great dynamic team and people from the greatest roots of the world. Before joining Danat, I did not have a picture in mind of Danat and Dhafra about serving both family as well as working environment, where you are not only feeling pampered but also taken care well by the team as well as the department heads. Overall, I am blessed to be a part of NCT&H"



**Bhupal Nepali –
Storekeeper (Nepal - Asia)**

Thank you for giving me the opportunity join back NCT&H. Danat Jebel Dhanna is a great place to work. The organizational values of Danat align well with my own values. I feel like I fit in Danat culture & feel welcomed by the team. Overall, I am satisfied with the support and assistance from the hiring to the on boarding process. Thank you for making me feel welcomed!



Stories of Progression

**Harsha Ranjith - Senior
Housekeeping Supervisor**

"I started my career on 2019 as a Supervisor, and with the great help and support from my leaders and mentor, my hard work and dedication, I was recently promoted to Senior Supervisor in Housekeeping. I am proud to be working in Danat and I am looking for more years for this company to grow."



**Abhilash Mohan Das
Store Keeper cum Buyer**

"My career in Danat began on 2009 as Housekeeping Attendant, transferred and promoted to Accounts as Cashier in 2011 and Receiving Clerk in 2013. Currently working as Store Keeper cum Buyer since 2021. I am glad that Danat family have trusted me "



Meet the Team

Yosra Shiri
Guest Relation Officer
(Tunisia - Africa)

Thank you for giving me an excellent opportunity in this prestigious organization and I am proud to be a part of such a wonderful team. Everyone become my Teacher who are guiding and giving me a support. The Team are friendly and having Teamwork. I am extremely fortunate to have such supporting environment.



Angela Bajrai
Recreation Receptionist
(India - Asia)

"Danat Al Ain Resort is one of the best opportunities to work and excellent working culture, the management is very supportive. I feel very proud to have an experience with this property".



Marissa Manongsong
Demi Chef de Partie
(Philippines – Asia)

"I truly value the support and trust Danat Al Ain Resort has given to me. I am very happy and enthusiast to be working with great people and the management of Danat Hotels "



Anuja Babu
EHS & Hygiene Officer
(India - Asia)

"Thank you for giving me an excellent opportunity in this prestigious Danat organization and I am proud to be a part of such a wonderful team. I do really appreciate the support and warmth that I received during the initial days of my work here and I am extremely fortunate to have such supporting colleagues"

Stories of Progression



Leafar Roseann Ferrer -
Marketing Coordinator

"I started my journey here in Danat Al Ain Resort on June 19, 2018, as a Service attendant. Got promoted last 1st February 2020 from Waitress to Captain.

Although we can't deny the fact that Pandemic affect each and every one of us and despite those difficulties, I make sure to keep optimistic. Currently, I am now in the position of Marketing coordinator effective 1st December 2021. To get successful in your life, I believed, most importantly, you need to set your objectives, those things which help you in making progress. "

Noraiz Nadar - Electrician

"I started in Danat Al Ain Resort as Kitchen Steward on 2017 and was transferred and promoted to Engineering Department as Electrician last year. I am thankful that

Danat property has given me the opportunity to grow within the company and for continually trusting my abilities".



Celebrating Milestones

Celebrating 5 Years

Danat Al Ain Resort

- Muhammad Zeeshan – Steward
- Mahinda Fernando – Stewarding Supervisor

Danat Jebel Dhanna Resort

- Avelina Esteban – Therapist



Celebrating 10 Years

Danat Al Ain Resort

- Deepak Joshi – FB Outlet Supervisor
- Rehan Uddin – Commis I
- Saman Danthasiri – Valet Parker
- Sahidul Islam – Asst. Banquet Service Manager

Danat Jebel Dhanna Resort

- Opu Mullah – Stewarding Supervisor



Celebrating 15 Years

Danat Al Ain Resort

- Iftikhar Hussain Ali – Accounts Receivable Clerk

Danat Jebel Dhanna Resort

- Nalin Nishanta – Chef De Partie



Corporate Activities

Yoga Class



Kick Boxing Class



Swimming Competition (August 9, 2021)



Christmas & Year End Dinner (December 22, 2021)



Blood Donation Campaign (December 22, 2021)

Blood donation campaign was organized in NCT&H Head office wherein 49 NCT&H employees donated their blood which can save up to 147 lives.



Data Statistics

We are happy to share our figures for the calendar year 2021. We were able to **increase the ratio of head office, owned hotel, and catering division by 1%**, respectively for the female to male ratio.

Our **women leadership remains in a strong position** and no significant changes were encountered during the year.

Though we have suffered a decline in the number of employees under the catering division, we are still happy to share the breakdown of our years of service. This represents **our commitment to employment retention** despite this trying times.

Growth & advancement opportunity was a struggle for the industry, still we tried **our best to recognize individuals** for promotion and increment.

As we believe in our youth and the wisdom of the older generation, **we do not discriminate** in providing opportunity for anyone to develop their skills.

Gender Breakdown for 2021	Female	Male
Head Office	24%	76%
Retail Division	19%	81%
Owned Hotel	17%	83%
Catering Division	5%	95%

Women Leadership as of 2021	Head Office	Retail Division	Owned Hotels	Catering Division
Managerial	20%	11%	15%	7%
Supervisory	50%	26%	19%	7%
Rank & File	20%	17%	17%	5%

Years of service as of 2021	0-1	1-3	3-5	5-9	9-12	12-15	15+
Head Office	6%	19%	5%	29%	11%	21%	8%
Retail Division	6%	27%	12%	43%	12%	-	-
Owned Hotels	27%	24%	18%	12%	6%	7%	6%
Catering Division	26%	42%	9%	14%	7%	1%	1%

Growth & advancement for 2021	Promotion		Increment		Transfer	
	Female	Male	Female	Male	Female	Male
Head Office	-	-	-	100%	-	-
Retail Division	-	-	-	-	-	-
Owned Hotels	14%	86%	15%	85%	36%	64%
Catering Division	-	-	-	-	-	-

Age Diversity as of 2021	18-30	31-50	50+
Head Office	11%	60%	29%
Retail Division	22%	66%	-
Owned Hotels	44%	49%	7%
Catering Division	46%	51%	3%

GRI Standards Index

References to FS indicate the 2021 Annual Report, to CG indicate the Corporate Governance report for 2021, and to SR indicate the Sustainability Report 2021.

GRI	Disclosure	Page/URL
100 – GENERAL DISCLOSURE		
102-1	Name of the organization	National Corporation for Tourism & Hotel (NCT&H)
102-2	Activities, brands, products, and services	SR: Our Corporate Division P.12 FS: General Information P.17 FS: Segment Information P.61
102-3	Location of headquarters	PO Box 6942, Abu Dhabi United Arab Emirates
102-4	Location of operations	SR: Our Corporate Division P.12
102-5	Ownership and legal form	CG: Shareholding Distribution P.34
102-6	Markets served	SR: Our History P.6
102-7	Scale of the organization	SR: Financial Performance P.11 SR: Our Corporate Division P.12
102-8	Information on employees and other workers	SR: Meet the Team P.47 SR: Data Statistics P.34 Full data set of information is currently unavailable
102-9	Supply chain	SR: Sustainability Strategy P.26 SR: Supporting local suppliers P.24
102-10	Significant changes to the organization and its supply chain	SR: Highlights of 2021 P.19 SR: The Covid-19 Pandemic P.45
102-11	Precautionary Principle or approach	SR: Sustainability Strategy P.26 FS: Segment Information P.61
102-12	External initiatives	SR: Community Development P.42 CG: Investors' Relation P.35 CG: Innovative Projects & Initiatives implemented P.38

GRI Standards Index

References to FS indicate the 2021 Annual Report, to CG indicate the Corporate Governance report for 2021, and to SR indicate the Sustainability Report 2021.

GRI	Disclosure	Page/URL
102-13	Membership of associations	SR: Sustainability Strategy P.26
102-14	Statement from senior decision-maker	SR: Message from our Chairman P.7 SR: Message from our CEO P.8
102-15	Key impacts, risks, and opportunities	SR: Highlights of 2021 P.19 FS: Letter to Shareholders P.3
102-16	Values, principles, standards, and norms of behavior	SR: Our Mission & Values P.9
102-17	Mechanisms for advice and concerns about ethics	SR: Compliance & Ethics P.21
102-18	Governance structure	SR: Corporate Governance P.10
102-19	Delegating authority	SR: Corporate Governance P.10
102-20	Executive-level responsibility for economic, environmental, and social topics	CG: Senior Executive Staff in the first & second levels P.15
102-21	Consulting stakeholders on economic, environmental, and social topics	CG: Environmental and Social Policy P.40
102-22	Composition of the highest governance body and its committees	Refer to NCT&H FS 2021 and CG 2021 available on www.ncth.com
102-23	Chair of the highest governance body	SR: Corporate Governance P.10 Refer to NCT&H FS and CG available on www.ncth.com
102-24	Nominating and selecting the highest governance body	
102-25	Conflicts of interest	
102-26	Role of highest governance body in setting purpose, values, and strategy	
102-27	Collective knowledge of highest governance body	

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GRI	Disclosure	Page/URL
102-28	Evaluating the highest governance body's performance	SR: Corporate Governance P.10
102-29	Identifying and managing economic, environmental, and social impacts	SR: Corporate Governance P.10 SR: Risk Management P.22
102-30	Effectiveness of risk management processes	SR: Risk Management P.20
102-31	Review of economic, environmental, and social topics	SR: Governance & Integrity P.23
102-32	Highest governance body's role in sustainability reporting	SR: Corporate Governance P.10 Refer to NCT&H CG available on www.ncth.com
102-33	Communicating critical concerns	SR: Compliance & Ethics P.21
102-37	Stakeholders' involvement in remuneration	CG: Method of determining the remunerations P.10
102-40	List of stakeholder groups	SR: Ownership Structure P.11 Refer to NCT&H FS and CG available on www.ncth.com
102-41	Collective bargaining agreements	Collective bargaining is not permitted within the UAE
102-42	Identifying and selecting stakeholders	SR: Ownership Structure P.11 Refer to NCT&H FS and CG available on www.ncth.com
102-43	Approach to stakeholder engagement	CG: Investors' Relation P.35
102-44	Key topics and concerns raised	SR: Highlights of 2021 P.19 FS: Letter to Shareholders P.3
102-45	Entities included in the consolidated financial statements	FS: General Information P.17 FS: Segment Information P.61

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References to FS indicate the 2021 Annual Report, to CG indicate the Corporate Governance report for 2021, and to SR indicate the Sustainability Report 2021.

GRI	Disclosure	Page/URL
102-46	Defining report content and topic Boundaries	SR: Scope of the report P.3 SR: Report Assurance P.3
102-47	List of material topics	SR: Highlights of 2021 P.19 FS: Letter to Shareholders P.3
102-50	Reporting period	January 2021–December 2021
102-51	Date of most recent report	Current report is the 2 nd Sustainability report of the Corporation
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	SR: Contact Person P.3
102-54	Claims of reporting in accordance with the GRI Standards	Report has been prepared with the GRI standards: Core Options
102-55	GRI content index	SR: GRI P.52
102-56	External assurance	PricewaterhouseCoopers
103-1	Explanation of the material topic and its Boundary	SR: Scope of the Report P.3 FS: Independent Auditor P.7
103-2	The management approach and its components	SR: Corporation Overview P.5 SR: Corporate Governance P.10 SR: Risk Management P.22
103-3	Evaluation of the management approach	

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GRI	Disclosure	Page/URL
200 – ECONOMIC		
201-1	Direct economic value generated and distributed	SR: Financial Performance P.11 Refer to NCT&H FS & CG available on www.ncth.com
201-4	Financial assistance received from government	SR: Supporting local suppliers P.24
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Refer to NCT&H FS 2021 and CG 2021 available on www.ncth.com
202-2	Proportion of senior management hired from the local community	SR: Highlights of 2021 P.19
203-1	Infrastructure investments and services supported	CG: Innovative Projects & Initiatives implemented P.38
204-1	Proportion of spending on local suppliers	SR: Supporting local suppliers P.24
205-1	Operations assessed for risks related to corruption	Refer to NCT&H FS 2021 available on www.ncth.com
205-2	Communication and training about anti-corruption policies and procedures	SR: Compliance & Ethics P.21
300 – ENVIRONMENTAL		
301-1	Materials used by weight or volume	NCT&H currently does not collect this information at Head Office level. While we are not able to report this data, we do actively manage and report on our strategy using the Waste Reduction Action Plan (WRAP)
301-2	Recycled input materials used	SR: Introduced Recycling Program P.28
301-3	Reclaimed products and their packaging materials	SR: Waste Management Policy P.30
302-1	Energy consumption within the organization	SR: Environmental Initiatives P.28

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GRI	Disclosure	Page/URL
302-2	Energy consumption outside of the organization	SR: Electrical Energy Conservation P.29 SR: Data Statistics outlined in P.34
302-3	Energy intensity	
302-4	Reduction of energy consumption	SR: Environmental Initiatives P.28
302-5	Reductions in energy requirements of products and services	SR: Environmental Initiatives P.28
303-2	Water sources significantly affected by withdrawal of water	SR: Data Statistics outlined in P.34 SR: Sewage Treatment Plant P.33
303-3	Water recycled and reused	
303-1	Interactions with water as a shared resource	SR: Data Statistics outlined in P.34 SR: Sewage Treatment Plant P.33
303-4	Water discharge	
303-5	Water consumption	
306-1	Waste generation and significant waste-related impacts	SR: Waste Management Policy P.30 SR: Types of Waste P.31 SR: Waste Reduction and Action Plan P.31 SR: Waste Management Process P.32
306-2	Management of significant waste-related impacts	
306-3	Waste generated	
306-4	Waste diverted from disposal	
306-5	Waste directed to disposal	

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GRI	Disclosure	Page/URL
400 – SOCIAL		
401-1	New employee hires and employee turnover	SR: Celebrating Milestones P.49 SR: Years of Service P.51 Full data set for new employee hires is currently unavailable
401-3	Parental leave	As per UAE Labour Law
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	SR: A Safe Working Environment P.43 SR: Training and development P.45 Full data set currently unavailable
403-3	Workers with high incidence or high risk of diseases related to their occupation	
403-5	Worker training on occupational health and safety	
403-6	Promotion of worker health	SR: A safe working environment P.43
403-9	Work-related injuries	SR: A Safe Working Environment P.43 SR: Training and development P.45 Full data set currently unavailable
403-10	Work-related ill health	
404-1	Average hours of training per year per employee	Full information is currently unavailable. Nonetheless, each divisions are continuously mandated to conduct year-round trainings for the development and advancement of our employee.
404-2	Programs for upgrading employee skills and transition assistance programs	
404-3	Percentage of employees receiving regular performance and career development reviews	
405-1	Diversity of governance bodies and employees	SR: Meet the Team P.47
405-2	Ratio of basic salary and remuneration of women to men	Full information is currently unavailable

GRI Standards Index

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GRI	Disclosure	Page/URL
406-1	Incidents of discrimination and corrective actions taken	This information is handled by the legal team and is considered confidential.
413-1	Operations with local community engagement, impact assessments, and development programs	SR: Community Development P.42 SR: Corporate Activities P.50
413-2	Operations with significant actual and potential negative impacts on local communities	
414-1	New suppliers that were screened using social criteria	Procurement policy is currently in place to ensure that new and existing suppliers also upholds the standards and values of the Corporation
416-1	Assessment of the health and safety impacts of product and service categories	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	The National Corporation for Tourism and Hotels is in compliance with all applicable laws, regulations in the United Arab Emirates. During the fiscal year 2021, the Corporation has not been subject to any penalties or restrictions either by the Securities and Commodities Authority or any other regulatory body.
417-2	Incidents of non-compliance concerning product and service information and labeling	
417-3	Incidents of non-compliance concerning marketing communications	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	
419-1	Non-compliance with laws and regulations in the social and economic area	CG: Details of violations committed during the year 2021 P. 31