

ORIENT IRRIGATION SERVICES LLC

P.O. BOX 10581, AL ETIHAD ROAD, NEAR DNATA
(OPP. TO ARABIAN AUTOMOBILES), DUBAI, UNITED ARAB EMIRATES.

CORPORATE SUSTAINABILITY REPORT

(1st JANUARY, 2024 TO 31st DECEMBER, 2024)

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MANAGING DIRECTOR'S MESSAGE ON SUSTAINABILITY REPORT

At OIS, sustainability is not just a commitment—it is a core principle that guides every aspect of our operations. As we present this Sustainability Report, I am proud to share our continued progress in integrating environmental, social, and governance (ESG) practices across our Landscaping, Agriculture, and Machinery solutions.

Our mission is to create value for our clients, employees, suppliers, and the communities we serve, while ensuring minimal environmental impact. Over the past year, we have implemented initiatives to optimize resource efficiency, reduce waste, and promote sustainable agricultural practices. Our focus on innovation, coupled with responsible operational practices, has strengthened our ability to deliver high-quality services and machinery solutions while safeguarding our planet.

Social responsibility remains at the heart of OIS. We are committed to ensuring fair labor practices, fostering an inclusive workplace, and promoting health and safety across all levels of our operations. Through awareness programs, training, and transparent communication, we empower our employees and partners to actively contribute to our sustainability objectives.

We recognize that sustainable growth is a continuous journey. This report reflects not only our achievements but also the challenges we face and the lessons we learn along the way. By collaborating closely with our stakeholders, we aim to drive innovation, enhance transparency, and create long-term value for society.

I extend my sincere gratitude to our employees, partners, and clients for supporting our sustainability vision. Together, we can achieve a greener, safer, and more equitable future for generations to come.

[Managing Director Name]

Managing Director, OIS

ABOUT US



SINCE 1977 Relationships and results drive us. We put our teams and our clients first, and take pride in their success.

BUILDING INSPIRING SPACES

We deliver top-quality landscaping solutions across the UAE, exceeding client expectations with innovative, efficient, and productive work. Every day, we build a team that thrives on collaboration, open communication, and respect—where managers lead fairly, employees feel valued, and everyone works together to solve problems and improve.

VISSION&MISSION



VISION

- To be the UAE's leading one-stop landscaping company, recognized for innovation in irrigation and a strong, positive work culture.
- To create greener cities and a future grounded in sustainable growth and positive change.

MISSION

- To protect and improve the environment.
- To utilize modern and specialized technology to achieve optimal yields and results with limited local water resources.
- To foster a work culture where employees feel valued and empowered.
- To ensure the longevity of practices, the well-being of the team, and trust with clients.
- To make a lasting impact on the industry by promoting sustainable growth.

WHAT WE CAN DO FOR YOU



WE DESIGN

Forward thinking, practical
and maintenance friendly
designs



WE BUILD

Realise your ambitions
effortlessly by completing
your project on time and on
budget



WE MAINTAIN

Reliably maintain your
property's all year round
condition with our consistent
service and forward-thinking
solutions



WE SELL

One stop shop for all your
Agricultural, Landscaping,
Golf and Turf machinery and
Irrigation materials and
products

01.

Inspiring Designs

Transform your vision into an enlightened yet practical design with the expertise of our dedicated and skilled architects.



02.

Exceptional Execution

Partner with a trusted Landscape contractor that has perfected the art of turning ambitious designs into reality through a straightforward and efficient approach.

WHAT WE CAN DO FOR YOU

03.

Beautiful Landscapes

Experience the advantages of a tailored landscape maintenance strategy crafted to meet and surpass your expectations, regardless of the environment or season.



04.

Anything You Need

Tractors, ride-on mowers, hand held machines and garden tools. Pumps, irrigation filters, sprinklers and valves.

OUR CLIENTS



SAFETY AWARENESS CAMPAIGN “MAN-MACHINE INTERFACE”

Orient Irrigation Services successfully conducted an MMI (Man-Machine Interface) awareness campaign at the Emaar South – Golf Course Phase 03 project. Representatives from Dubai South – DACC, Emaar, and Arif & Bint oak attended the campaign. A comprehensive briefing session and visual demonstration were conducted to enhance understanding of safe man-machine interaction. The campaign emphasized proactive safety practices by highlighting the need for clear communication, working zones around the mobile machinery, alertness, and teamwork between workers and operators to minimize risks and improve on-site safety. To recognize their dedication and commitment to safety, selected workers were awarded prize money and appreciation certificates at the end of the campaign.



PRESS



OIS DEMO DAY SHOWCASES THE POWER AND PRECISION OF THE JOHN DEERE 5075E TRACTOR

At OIS, we believe that hands-on experience is one of the best ways to showcase the capabilities of the equipment we supply—and our recent demo day featuring the John Deere 5075E tractor was a perfect example of that philosophy in action. Hosted by our dedicated OIS sales team, the demonstration offered a comprehensive look at the tractor's features, functionality, and performance in a real-world setting.

The John Deere 5075E is a trusted workhorse known for its reliability, ease of use, and versatility across a range of agricultural and industrial applications. During the demo, our team provided an in-depth walkthrough of how the tractor operates, including its intuitive controls, responsive handling, and efficient powertrain. Attendees had the opportunity to see the mechanical processes in motion and gain a clear understanding of how the tractor handles different types of terrain and tasks.

Safety was also a key focus, with the team highlighting the 5075E's built-in safety features designed to protect both the operator and those working nearby. From roll-over protection systems (ROPS) to ergonomic seating and accessible controls, the demonstration emphasized how John Deere has prioritized user safety without compromising performance.

Our demo days aren't just about showing machines—they're about building trust and providing value to our customers. These events give operators, managers, and decision-makers a chance to see the equipment up close, ask questions, and experience the product in action before making a purchase. It's a transparent and informative way for us to connect with our customers and help them make confident, informed decisions.

The turnout and feedback from the John Deere 5075E demo day were outstanding, and we look forward to continuing to host similar events in the future as we support our clients in choosing the right machinery for their needs.

ORIENT IRRIGATION SERVICES IN THE UAE: AN OVERVIEW

- ✓ Orient Irrigation Services L.L.C is a prominent company based in the United Arab Emirates with offices in Dubai, Abu Dhabi, and Sharjah. Established in Dubai in 1977, the company focuses on utilizing limited local water resources efficiently through modern technology to maximize yields.



✓ Services and expertise

- Orient Irrigation Services offers a comprehensive range of services related to irrigation, landscaping, and environmental protection. Their core areas of expertise include:
- Consultancy: Providing advice, design, and construction supervision services, including golf courses through their sister company Harradine Golf.
- Design & Construction: Specializing in landscape design, hard landscape, swimming pools & water features, carpentry, and golf course construction.
- Irrigation Systems: Designing and installing various irrigation systems, including centralized control systems.
- Landscape Lighting: Expertise in flood and landscape lighting.
- Nurseries & Plants: Operating a plant nursery.
- Maintenance: Offering landscape maintenance services.
- Water Treatment: Providing solutions for sewage & wastewater treatment, desalination, and seawater intake & pumping.
- Agriculture: Involvement in agricultural activities and the sale of specialized machinery.
- Environmental Protection: Collaborating with international companies and institutions to develop and implement environmental protection programs.



ORIENT IRRIGATION SERVICES IN THE UAE: AN OVERVIEW

✓ Focus on sustainability and innovation

- Orient Irrigation Services emphasizes the importance of sustainable water management and the use of modern technology to achieve this. They actively experiment with new and innovative products and techniques to reduce water consumption while maintaining high-quality landscaping and crop yields. They collaborate with international organizations and institutions to implement environmental protection programs.

✓ Notable projects

Orient Irrigation Services has worked on numerous public and private projects throughout the UAE, including:

- Parks and recreational facilities like [Zabeel Park](#), [Sharjah Safari](#), and Creekside Park.
- Residential projects such as Al Orchid, Green Views, Al Yasmeen, Villa Nova, and Al Camelia.
- Urban infrastructure including Tilal Al Ghaf Boulevard, Green Views Boulevard, Liwan, Dubai Creek Harbou, and Satwa Streetscapes and Parks.
- Golf courses, including [Sharjah Golf and Shooting Club](#), Al Hamra,
- Jebel Ali Resort, [The Creek Golf and Yacht Club](#), and [Arabian Ranches Golf Club](#).



ORIENT IRRIGATION SERVICES IN THE UAE: AN OVERVIEW

✓ Contact information

- Website: <http://www.orientirrigation.com>
- Phone Numbers: +971 (0) 4 269 1985; +971 0429 72700
- Email: info@orientirrigation.com
- Headquarters: Al Ittihad Rd, Dubai, Dubai, 10581, United Arab Emirates.

✓ Employee reviews

Based on employee reviews on platforms like Ambition Box and Glassdoor, [Orient Irrigation Services](#) receives mixed reviews.

Positive aspects

- Punctual salary payments.
- Job security.
- Good working environment.
- Opportunity for fresh graduates.

Negative aspects

- Lower salaries compared to industry standards.
- Limited opportunities for growth and promotion.
- Potential for favoritism and bias within management.

Overall, Orient Irrigation Services is a well-established company in the UAE with a strong presence in irrigation, landscaping, and related services. While the company offers a range of opportunities, particularly for fresh graduates, potential employees should be aware of the reported concerns regarding salary, career progression, and work-life balance.



INTRODUCTION TO SUSTAINABILITY REPORT



OIS is committed to building a sustainable future while delivering exceptional services in Landscaping, Agriculture, and Machinery solutions across the UAE. Our approach to sustainability integrates environmental, social, and governance (ESG) principles into our core operations, ensuring that every decision we make contributes positively to society and the environment.

This Sustainability Report provides a transparent account of our initiatives, performance, and progress in managing the environmental and social impacts of our business. It reflects our dedication to responsible practices, from minimizing resource consumption and reducing waste to promoting safe and inclusive workplaces. By embedding sustainability into our operations, we strive to balance business growth with ecological stewardship and social responsibility.

Our agricultural and landscaping services focus on implementing innovative and efficient solutions that conserve natural resources and enhance biodiversity. In parallel, our machinery sales and after-sales services are designed to support sustainable practices, helping our clients adopt environmentally responsible technologies and operations.

Beyond environmental initiatives, OIS prioritizes human capital and community engagement. We are committed to fair labor practices, diversity and inclusion, employee well-being, and empowering our suppliers and partners to uphold ethical and sustainable practices.

This report highlights our achievements, challenges, and future goals, serving as a roadmap for continuous improvement. By sharing this information, we aim to foster trust and collaboration with our stakeholders and demonstrate that sustainability is not just an obligation but a strategic driver of innovation, resilience, and long-term value creation.

ORGANIZATIONAL DETAILS: GRI 2-1

LEGAL NAME: ORIENT IRRIGATION SERVICES L.L.C

NATURE OF OWNERSHIP AND LEGAL FORM: L.L.C

LOCATION OF ITS HEADQUARTERS: P.O. BOX 10581, AL
ETIHAD ROAD, NEAR DNATA
(OPP. TO ARABIAN AUTOMOBILES), DUBAI, UNITED ARAB
EMIRATES.

COUNTRIES OF OPERATION: UNITED ARAB EMIRATES.

For the period: 01st January, 2024 to 31st December, 2024

GOVERNANCE



GRI 2-16

COMMUNICATION OF CRITICAL CONCERNS

OIS maintained transparency by upholding its whistleblowing framework. In 2024, there were zero reports related to whistleblowing, demonstrating strong trust and adherence to ethical practices. Employees are empowered to raise concerns without fear of retaliation, ensuring governance integrity.

GRI 2-25

PROCESSES TO REMEDIATE NEGATIVE IMPACTS

In 2024, OIS recorded 0 incidents related to external rights violations. Robust grievance mechanisms, due diligence practices, and community engagement ensured proactive protection of stakeholder rights. Continuous monitoring strengthens trust and accountability.

GRI 2-23

POLICY COMMITMENTS

OIS achieved 100% compliance in ensuring all supplier contracts included environmental, labor, and human rights clauses. This demonstrates our commitment to responsible sourcing, ethical business practices, and long-term supplier partnerships.

GRI 2-21

ANNUAL TOTAL COMPENSATION RATIO

In 2024, OIS achieved a pay equity ratio of 0.6%, reflecting fair and transparent compensation practices across all organizational levels. This demonstrates OIS's strong governance structure and its commitment to ensuring equal opportunities and pay parity for all employees, aligned with international ESG and labor equity standards.

MECHANISMS FOR SEEKING ADVICE AND RAISING CONCERNS

GRI 2-26



OIS has established clear, accessible mechanisms to enable employees, suppliers, and stakeholders to seek advice or raise concerns about ethical, legal, or operational matters. Dedicated channels include a confidential email, 24/7 hotline, and secure online portal, allowing anonymous submissions in multiple languages. All inquiries or concerns are acknowledged within three business days, and investigations begin promptly, with outcomes communicated transparently. The system protects against retaliation and ensures fair resolution. Additionally, employees may consult the compliance team for guidance on ethical dilemmas. These mechanisms strengthen accountability, promote trust, and reinforce OIS's commitment to responsible, transparent, and sustainable business practices.



APPROACH TO STAKEHOLDER ENGAGEMENT

GRI 2-29

In 2024, OIS adopted a structured approach to stakeholder engagement to ensure transparent communication and alignment with sustainability priorities. Key stakeholders include employees, customers, suppliers, regulators, communities, and shareholders. Engagement was carried out through surveys, workshops, focus group discussions, feedback mechanisms, and regular review meetings. Stakeholder feedback was integrated into the company’s materiality assessment and KPI setting, ensuring issues such as climate action, employee well-being, and responsible sourcing were addressed. OIS emphasized two-way communication, encouraging stakeholders to share expectations while providing timely updates on actions taken. This inclusive engagement approach strengthened trust and accountability across our value chain.

OIS conducted five environmental advocacy activities in 2024, engaging stakeholders through awareness campaigns, workshops, and community initiatives. These programs promoted sustainable practices, strengthened partnerships, and enhanced environmental stewardship across operations.



PROCESS TO DETERMINE MATERIAL TOPICS

GRI 3-1



OIS follows a structured and inclusive process to determine material topics, ensuring alignment with global sustainability standards and stakeholder priorities. The process begins with identifying potential topics through benchmarking, regulatory review, industry trends, and stakeholder inputs. These topics are evaluated based on their significance to stakeholders and their impact on business operations, environmental performance, and social responsibility. Materiality assessment workshops and surveys were conducted in 2024, engaging employees, suppliers, customers, and community representatives. The results were reviewed by the leadership team to prioritize key ESG issues that drive long-term value creation, risk management, and sustainable business growth.



ENVIRONMENTAL TOPICS

1. Water efficiency and conservation in landscaping and agriculture
2. Sustainable sourcing of machinery components and raw materials
3. Reduction of greenhouse gas (GHG) emissions
4. Waste management and recycling of equipment parts
5. Soil health and erosion prevention in landscaping projects
6. Energy efficiency in operations and machinery use
7. Use of eco-friendly, non-toxic landscaping products
8. Biodiversity preservation and habitat restoration
9. Sustainable irrigation and drip systems
10. Product lifecycle environmental impact reduction

LIST OF MATERIAL TOPICS

GRI 3-2



SOCIAL TOPICS

1. Occupational health and safety in landscaping, agriculture, and machinery
2. Fair labor practices and prevention of forced/child labor
3. Employee training and skill development programs
4. Diversity, equity, and inclusion in the workforce
5. Customer health and safety in product and service delivery
6. Worker rights and grievance mechanisms
7. Ethical employment practices for seasonal/agricultural workers
8. Employee engagement and satisfaction
9. Local community engagement and development projects
10. Safe handling, use, and maintenance of machinery

✓ GOVERNANCE TOPICS

1. Compliance with UAE and international laws and regulations
2. Anti-bribery and anti-corruption measures
3. Transparent procurement and supplier selection processes
4. ESG integration in business decision-making
5. Data protection and information security
6. Whistleblower protection and reporting mechanisms
7. Supply chain transparency and traceability
8. Board and management accountability on ESG matters
9. Contractual inclusion of sustainability clauses with suppliers
10. Risk management for operational, financial, and ESG-related risks

LIST OF MATERIAL TOPICS

GRI 3-2



COMPLIANCE WITH LAWS AND REGULATIONS

GRI 2-27

OIS achieved and maintained ISO 9001:2015 certification, reflecting our commitment to delivering consistent quality across landscaping, agriculture, machinery sales, and after-sales services. In 2024, we strengthened our quality management system (QMS) by implementing structured processes, risk-based thinking, and continuous improvement practices. Regular audits ensured compliance with international standards, while employee training reinforced awareness of quality objectives and customer focus. This certification enables OIS to enhance service reliability, meet customer expectations, and build stakeholder confidence. By embedding quality at the core of our operations, we ensure efficiency, accountability, and long-term business excellence.



COMPLIANCE WITH LAWS AND REGULATIONS

GRI 2-27

OIS's certification in ISO 14001:2015 reflects our dedication to environmental stewardship across all operations. This standard ensures that we systematically manage energy use, material efficiency, emissions, and waste reduction. In 2024, environmental audits verified compliance with UAE environmental laws and strengthened our capacity to minimize ecological impacts. The certification drives improvements such as sustainable landscaping practices, water-efficient irrigation, eco-friendly machinery solutions, and responsible waste management. By embedding environmental KPIs into operational procedures, OIS enhances sustainability performance, reduces risks, and supports the UAE's climate goals. This recognition reaffirms our role as a responsible partner promoting greener landscapes and agriculture.



COMPLIANCE WITH LAWS AND REGULATIONS

GRI 2-27

Through ISO 45001:2018 certification, OIS reinforced its commitment to employee well-being, safe working conditions, and proactive risk management. In 2024, we implemented structured health and safety programs, hazard identification systems, and continuous workforce training aligned with international standards. These initiatives promote a safety-first culture across our landscaping, agriculture, machinery sales, and after-sales services. Employee engagement in safety practices was strengthened through regular training sessions and awareness campaigns. The certification also enhances trust with clients and stakeholders by demonstrating compliance with labor regulations and prioritization of worker welfare. OIS views occupational health and safety as a cornerstone of sustainable growth.



COMMUNICATION AND TRAINING ABOUT ANTI-CORRUPTION POLICIES AND PROCEDURES

GRI 205-2



OIS delivered Ethics Training to ensure employees uphold integrity, fairness, and transparency across operations. The program covered anti-bribery practices, conflict of interest management, whistleblower protections, and compliance with UAE regulations. Training emphasized ethical decision-making in procurement, sales, and project execution. Employees were guided on reporting unethical behavior confidentially and responsibly. By embedding ethical principles into daily operations, OIS strengthened stakeholder trust and reduced reputational risks. This initiative aligned with ISO 9001 values of accountability and compliance. Ethics Training supported GRI 205 by ensuring a transparent, fair, and principled business culture.

OIS conducted anti-corruption awareness training to ensure ethical practices across operations and supply chains. Employees and suppliers were trained to recognize, prevent, and report bribery, conflicts of interest, and fraud. Training emphasized compliance with UAE anti-corruption laws, company code of ethics, and whistleblower protections. Case studies and role-play exercises were included to enhance practical understanding. Zero tolerance for corruption reinforces our governance principles and strengthens stakeholder trust. This initiative aligns with our ESG goals of transparency, accountability, and integrity.

OPERATIONS ASSESSED FOR CORRUPTION RISKS

GRI 205-1

OIS enforces a strict zero-tolerance policy against corruption, bribery, and unethical business practices. In 2024, internal audits were conducted to assess corruption risks across operations and the supply chain. All employees and contractors participated in awareness and ethics training, ensuring a clear understanding of reporting obligations. Whistleblower mechanisms were strengthened to provide safe, confidential channels for reporting concerns. By embedding transparency and accountability into governance, OIS strengthened stakeholder trust and reinforced compliance with UAE regulations and international best practices. These measures safeguard integrity and ensure fair, ethical decision-making.





CONFIRMED INCIDENTS OF CORRUPTION AND ACTIONS TAKEN

GRI 205-3

OIS maintains a strict zero-tolerance policy against corruption and bribery, supported by robust compliance systems. In 2024, no confirmed incidents of corruption were reported across our operations. Preventive actions include regular anti-corruption training, supplier screening, and transparent procurement practices. Should any cases arise, OIS has defined procedures for investigation, disciplinary action, and corrective measures, which may involve termination of contracts or reporting to authorities. Continuous monitoring, internal audits, and whistleblower protection ensure integrity in all transactions. Our commitment to ethical business practices reinforces stakeholder trust and aligns with both UAE regulations and international anti-corruption standards.

During 2024, OIS recorded no confirmed incidents of corruption, reflecting the company's strong governance policies and strict enforcement of its anti-bribery framework. Our zero-tolerance approach to corruption ensures compliance with international standards and builds stakeholder confidence.



0
Nos

Whistleblowing
Performance Indicators
(Number of reports related to
whistleblower procedure)



GRI 2-16



GOVERNANCE PERFORMANCE DATA



0
Nos

Confirmed Corruption
Cases
(Number of Incidents of
confirmed corruption cases)



GRI 205-3

5

Environmental
Advocacy Programs
(Number of Activities in
Environmental Services &
Advocacy)



GRI 2-29

0
Nos

External Rights
Protection
(Number of Incidents)



GRI 2-25

GOVERNANCE PERFORMANCE DATA



100%

supplier Contract Compliance

(Percentage of supplier with
contract that include clauses on
environmental, labor, and
human rights requirements)



GRI 2-23



0.6%

Pay Equity Ratio

(Ratio of the annual total
compensation for the highest
paid individual, to the median
annual total compensation for
all employees)



GRI 2-21

ENVIRONMENT



GRI 308-2

NEGATIVE ENVIRONMENTAL IMPACTS IN THE SUPPLY CHAIN AND ACTIONS TAKEN

In 2024, OIS successfully conducted on-site CSR audits covering 100% of suppliers. This demonstrates proactive governance to monitor, evaluate, and improve supplier performance on ESG standards, ensuring compliance and accountability.

GRI 308-2

NEGATIVE ENVIRONMENTAL IMPACTS IN THE SUPPLY CHAIN AND ACTIONS TAKEN

OIS ensured that 100% of audited suppliers engaged in corrective actions or capacity building programs. This initiative reinforces continuous improvement, ethical compliance, and governance accountability throughout our supply chain.

GRI 306-4

WASTE DIVERTED FROM DISPOSAL

In 2024, OIS generated 12.5 tons of hazardous waste, which was managed through strict compliance with environmental regulations and safe disposal practices. Our approach prioritizes minimizing risks to human health and the environment, reinforcing OIS's commitment to sustainable operations.

GRI 306-4

WASTE DIVERTED FROM DISPOSAL

In 2024, OIS successfully recovered 50.5 tons of waste through recycling and resource recovery initiatives. This achievement highlights our commitment to circular economy practices, reducing landfill dependency, and promoting environmental sustainability across operations and supply chains.

GRI 303-5

WATER CONSUMPTION

In 2024, OIS recorded 14,928 m³ of total water consumption across operations, monitored under sustainable usage practices. Efficient consumption strategies and awareness initiatives help reduce dependency on natural resources. OIS remains committed to improving water efficiency and promoting conservation in line with responsible environmental stewardship.

In 2024, OIS recycled and reused 7,456 liters of water, demonstrating its commitment to sustainable water management and resource conservation. This initiative supports responsible landscaping and agricultural practices, reducing reliance on freshwater resources while contributing to regional sustainability goals and climate resilience.



GRI 304-3

HABITATS PROTECTED OR RESTORED

OIS dedicated 20% of its managed land to green landscapes, enhancing biodiversity and protecting local habitats. Through sustainable landscaping, native plant growth, and soil preservation, the company supports ecosystem health, reduces carbon footprint, and fosters environmental resilience.

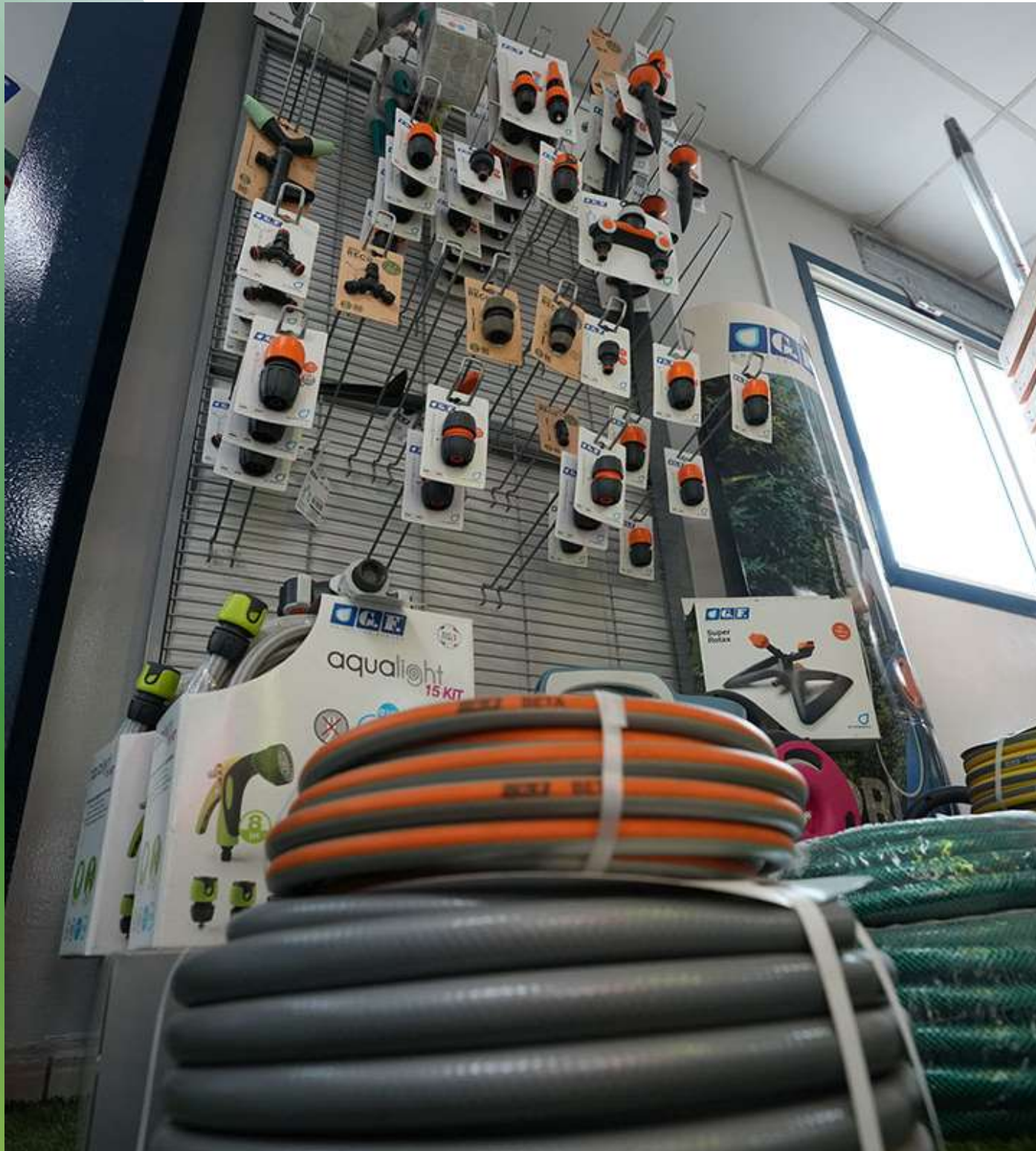


WASTE GENERATION AND SIGNIFICANT WASTE-RELATED IMPACTS

GRI 306-1

In 2024, OIS organized Waste Reduction Training to promote effective waste management across landscaping, agriculture, and machinery operations. Employees were trained in waste minimization at source, proper segregation, and recycling practices. The training encouraged innovative reuse of packaging materials, composting of organic waste, and safe disposal of hazardous substances. Practical demonstrations emphasized reducing overuse of resources in operations, supporting ISO 14001 commitments. This initiative reduced waste volumes sent to landfill, improved efficiency, and promoted environmental responsibility. The training strengthened OIS's commitment to circular economy principles and aligned with UAE's sustainability goals.





SIGNIFICANT IMPACTS OF ACTIVITIES, PRODUCTS, AND SERVICES ON BIODIVERSITY

GRI 304-2

OIS conducted Biodiversity Awareness Training to educate employees on the importance of protecting ecosystems while delivering landscaping and agricultural services. The training covered native plant preservation, sustainable irrigation practices, and minimizing impacts on soil health and habitats. Employees were guided on integrating biodiversity considerations into project planning and daily work activities. The program included awareness on pollinator-friendly practices, green space conservation, and reducing harmful pesticide use. By strengthening ecological awareness, OIS reinforced its alignment with ISO 14001 and the UAE's national biodiversity strategies. The training promoted a balance between business operations and ecological sustainability.

ENERGY CONSUMPTION WITHIN THE ORGANIZATION

GRI 302-1

OIS organized Energy Conservation Training to raise awareness about reducing energy consumption across landscaping, agricultural, and machinery operations. The program included training on efficient equipment use, adopting renewable energy options, and reducing energy wastage in irrigation systems, offices, and workshops. Employees learned strategies for optimizing machinery performance, minimizing idling, and implementing energy-efficient lighting. Training reinforced the environmental and economic benefits of energy-saving practices. By embedding a culture of energy responsibility, OIS aligned with ISO 14001, reduced operational costs, and contributed to UAE’s clean energy goals. The initiative demonstrated leadership in sustainable resource management.

In 2024, OIS reported a total energy consumption of 262,920 kWh, reflecting our operational footprint. Through efficiency initiatives and responsible energy use, we aim to reduce consumption, optimize resources, and lower emissions, aligning with our long-term sustainability and climate action commitments.



In 2024, OIS prioritized reducing operational energy consumption by purchasing and installing energy-efficient equipment across our landscaping, agriculture, and machinery service operations. These technologies optimize energy usage, lower emissions, and extend equipment lifecycle, aligning with our commitment to sustainable resource management. This initiative also supports our ESG strategy by integrating long-term cost savings and environmental stewardship. By choosing equipment that meets international energy standards, OIS contributes to climate action and enhances our competitiveness in the market, reducing our overall carbon footprint while promoting responsible consumption and production practices (SDG 7 & 12).

In 2024, OIS reported 0 kWh of renewable energy consumption, highlighting the need for future investments in clean energy solutions. We are committed to exploring solar and other renewable options to reduce dependency on conventional sources and advance our decarbonization goals.



MANAGEMENT OF WATER DISCHARGE- RELATED IMPACTS

GRI 303-2

OIS actively monitors and manages the environmental impacts of water discharges across all operations. In 2024, regular wastewater testing ensured that water released from landscaping, agricultural, and machinery operations met UAE regulatory standards. The testing identifies contaminants, tracks pollutant levels, and informs mitigation strategies to prevent harm to local ecosystems. By integrating water quality monitoring into operational protocols, OIS promotes responsible water management, reduces ecological risks, and enhances compliance with environmental regulations. This systematic approach supports sustainability objectives and reflects our commitment to minimizing the environmental footprint of all company activities.

In 2024, OIS reported 900 m³ of water discharge, monitored to ensure compliance with environmental standards. All discharges undergo treatment processes to minimize pollutants and safeguard ecosystems. OIS continues to implement pollution prevention measures and invests in sustainable water management practices.



REDUCTION OF ENERGY CONSUMPTION

GRI 302-4

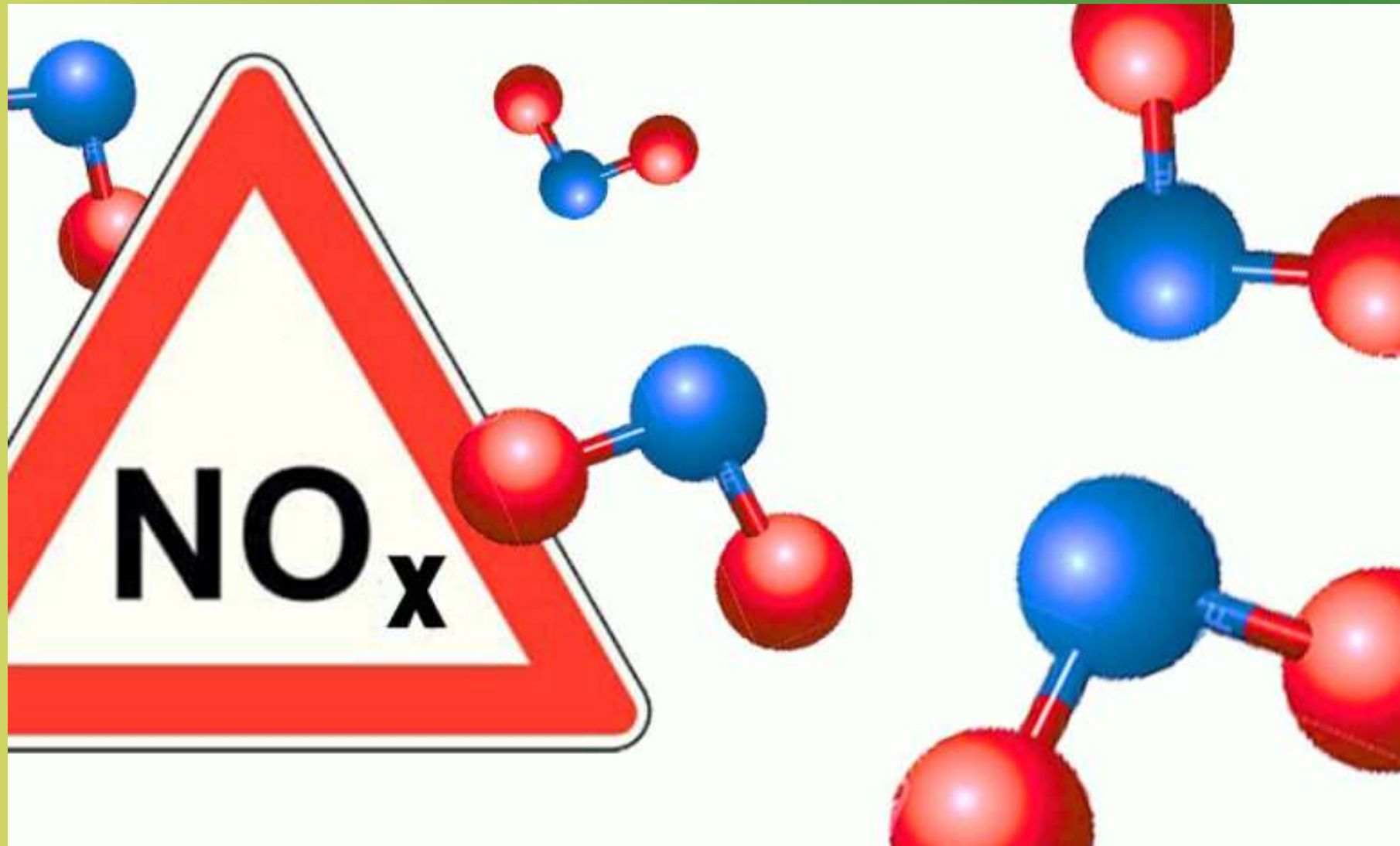


To further improve energy efficiency, OIS has replaced traditional lighting systems with LED bulbs across facilities, landscapes, and operational areas. LEDs consume significantly less electricity, emit lower greenhouse gases, and provide longer service life compared to conventional lighting. This action has led to measurable reductions in energy usage and operational costs, reinforcing our climate responsibility goals. The initiative directly contributes to reducing Scope 2 emissions and demonstrates our proactive commitment to environmental sustainability. It also promotes eco-conscious practices in daily operations, inspiring employees, clients, and stakeholders to adopt similar energy-saving measures in their environments.

equipment across landscaping, agriculture, machinery sales, and after-sales services. During 2024, we upgraded to energy-efficient machinery and installed LED lighting to minimize electricity consumption. Internal audits were conducted to identify opportunities for energy optimization, while awareness training was provided to employees on conservation practices. These measures not only reduced operating costs but also contributed to lowering greenhouse gas emissions. Our approach is aligned with international standards and supports UAE's vision for sustainability

NITROGEN OXIDES (NO_x), SULFUR OXIDES (SO_x), AND OTHER SIGNIFICANT AIR EMISSIONS

GRI 305-7



OIS monitors emissions of NO_x, SO_x, and other pollutants from machinery, vehicles, and operational activities. In 2024, air quality testing and continuous monitoring ensured that emissions remained within UAE environmental standards. The data collected informs corrective actions and operational improvements to reduce air pollutants. Emission management practices, including the use of low-emission equipment and energy-efficient machinery, help limit environmental impacts and support climate goals. These measures strengthen OIS's commitment to air quality protection, regulatory compliance, and responsible environmental stewardship while promoting sustainable operations in landscaping, agriculture, and machinery services.

In 2024, OIS recorded an Air Quality Index (AQI) of 13.5, reflecting minimal emissions of nitrogen oxides, sulfur oxides, and other pollutants. Continuous monitoring, equipment maintenance, and adoption of eco-friendly practices ensure air quality remains within safe limits, supporting healthier environments.

WASTE GENERATED

GRI 306-3



OIS implements comprehensive waste management practices to minimize environmental impacts. In 2024, all operational waste—from landscaping debris to packaging and machinery-related materials—was tracked, categorized, and managed in compliance with UAE regulations. Waste audits identified reduction opportunities and informed recycling and disposal strategies. Initiatives included proper segregation, reuse of materials, and engagement with certified waste management partners. By systematically monitoring waste generation, OIS enhances operational efficiency, reduces ecological footprints, and ensures responsible resource use. These practices demonstrate the company's commitment to sustainable operations, regulatory compliance, and the promotion of circular economy principles across all activities.

In 2024, OIS managed 9,762.78 liters of waste to landfill, reflecting its commitment to responsible waste management. Strict controls over materials and chemicals ensured compliance with environmental standards, reduced risks, and promoted safe disposal practices aligned with sustainability goals.

OIS generated 145 tons of non-hazardous waste in 2024. Through recycling initiatives, segregation practices, and responsible disposal methods, we ensured minimal environmental impact. Our waste management strategy aligns with global sustainability standards, promoting resource efficiency and reducing landfill dependency.





RECYCLED INPUT MATERIALS

GRI 301-2

In 2024, OIS prioritized the use of recycled and sustainable materials across all operations, including landscaping, agriculture, machinery sales, and after-sales services. By sourcing materials with recycled content, we reduced dependence on virgin resources, minimized environmental impact, and promoted circular economy practices. Employees and suppliers were engaged through training and guidelines to ensure proper selection, handling, and usage of recycled inputs. This initiative contributes to resource efficiency, lowers carbon footprint, and aligns with ISO 14001:2015 environmental standards. Tracking and reporting of recycled materials support transparency and continuous improvement in our sustainable operations and supply chain management.



HAZARDOUS WASTE BY TYPE AND DISPOSAL METHOD

GRI 306-2

OIS systematically manages waste generation and disposal to minimize environmental impact and promote sustainability. In 2024, all operational waste from landscaping, agriculture, and machinery services was categorized by type—organic, recyclable, hazardous, and general—and disposed of following best practices and UAE regulations. Hazardous and chemical wastes were treated through certified channels, while recyclables and biodegradable materials were diverted from landfills. Regular audits, monitoring, and employee training ensured compliance and efficiency. This approach aligns with ISO 14001:2015 standards, reduces ecological footprint, and strengthens OIS's commitment to responsible waste management and continuous improvement in environmental performance.

In 2024, OIS strengthened its hazardous waste management practices across landscaping, agriculture, and machinery operations. All hazardous materials were clearly labeled, sorted by type, and stored securely to prevent environmental contamination and ensure employee safety. Proper handling procedures were implemented in compliance with UAE regulations and ISO 14001:2015 standards. Certified waste contractors were engaged for safe disposal or treatment of hazardous waste, including chemicals, oils, and batteries. Employees received training on identification, handling, and emergency response. These measures reduce risks, promote environmental stewardship, and reinforce OIS's commitment to responsible and sustainable operations in all business activities.

NEW SUPPLIERS SCREENED USING ENVIRONMENTAL CRITERIA

GRI 308-1

OIS delivered Sustainable Procurement Training to its procurement team and buyers to ensure supplier practices aligned with ESG principles. Training focused on assessing environmental impacts of suppliers, ethical sourcing, and adherence to ISO 14001 standards. Employees were trained in evaluating supplier sustainability credentials, reducing packaging waste in procurement, and preferring eco-friendly inputs. The initiative also covered supplier compliance with international labor standards and environmental regulations. By integrating sustainability criteria into procurement, OIS enhanced supply chain resilience, reduced risks, and ensured responsible sourcing. This training reinforced alignment with both GRI 308 and UAE's circular economy vision.

OIS conducted supplier capacity-building programs to strengthen sustainability practices across the value chain. Training included sustainable procurement, waste management, ethical labor practices, and environmental performance improvement. Suppliers were encouraged to align with ISO standards and ESG goals, ensuring responsible business conduct. OIS shared technical expertise and tools to help suppliers improve compliance, efficiency, and innovation. Strengthening supplier capabilities ensures resilience, ethical sourcing, and shared value creation. These efforts reinforce trust and long-term partnerships.

All suppliers underwent CSR assessments in 2024, achieving 100% coverage. These assessments ensure that suppliers align with OIS's sustainability principles and governance commitments across environmental, social, and ethical practices.

INTERACTIONS WITH WATER

GRI 303-1

Water conservation training was conducted to educate employees on responsible water use in landscaping, agriculture, and operations. Training covered efficient irrigation techniques, leak prevention, and water recycling systems. Employees learned to adopt drip irrigation and smart monitoring systems for sustainable water management. Practical sessions demonstrated water-saving practices in daily operations, reducing overall consumption and protecting UAE's scarce water resources. This initiative aligns with OIS's commitment to sustainability and biodiversity protection. Employees are empowered to act as water stewards in both work and personal life.



DIRECT GHG EMISSIONS (SCOPE 1)

GRI 305-1

In 2024, OIS actively monitored and managed direct greenhouse gas (GHG) emissions arising from fuel use in landscaping machinery, agricultural equipment, and company-owned vehicles. To minimize Scope 1 emissions, we adopted energy-efficient technologies, optimized operations, and implemented preventive maintenance practices for equipment to reduce fuel wastage. Emergency response drills were designed to minimize unnecessary emissions during simulated activities. We are also transitioning to bio-based and eco-friendly inputs where feasible. Continuous tracking of our GHG performance ensures compliance with ISO 14001 standards while aligning with UAE's national climate commitments to reduce emissions and promote environmental sustainability.

In 2024, OIS recorded 976.31 MTCO₂e of direct Scope 1 emissions from fuel and onsite energy use. Reduction initiatives and energy efficiency measures remain a priority to lower carbon intensity, aligning with UAE sustainability goals.

INDIRECT GHG EMISSIONS (SCOPE 2)

GRI 305-2

OIS recognizes the significance of indirect GHG emissions linked to purchased electricity (Scope 2) for office facilities, warehouses, and operational sites. In 2024, we undertook efficiency improvements such as installing LED lighting, procuring energy-efficient equipment, and encouraging responsible electricity use across departments. These actions directly contributed to reducing Scope 2 emissions. Additionally, employee awareness campaigns and training on energy conservation supported behavioral changes that further minimized electricity-related carbon impacts. Regular internal energy audits ensured accurate data collection and transparent reporting of our Scope 2 footprint. These initiatives align with ISO 50001 principles and UAE's clean energy strategy.

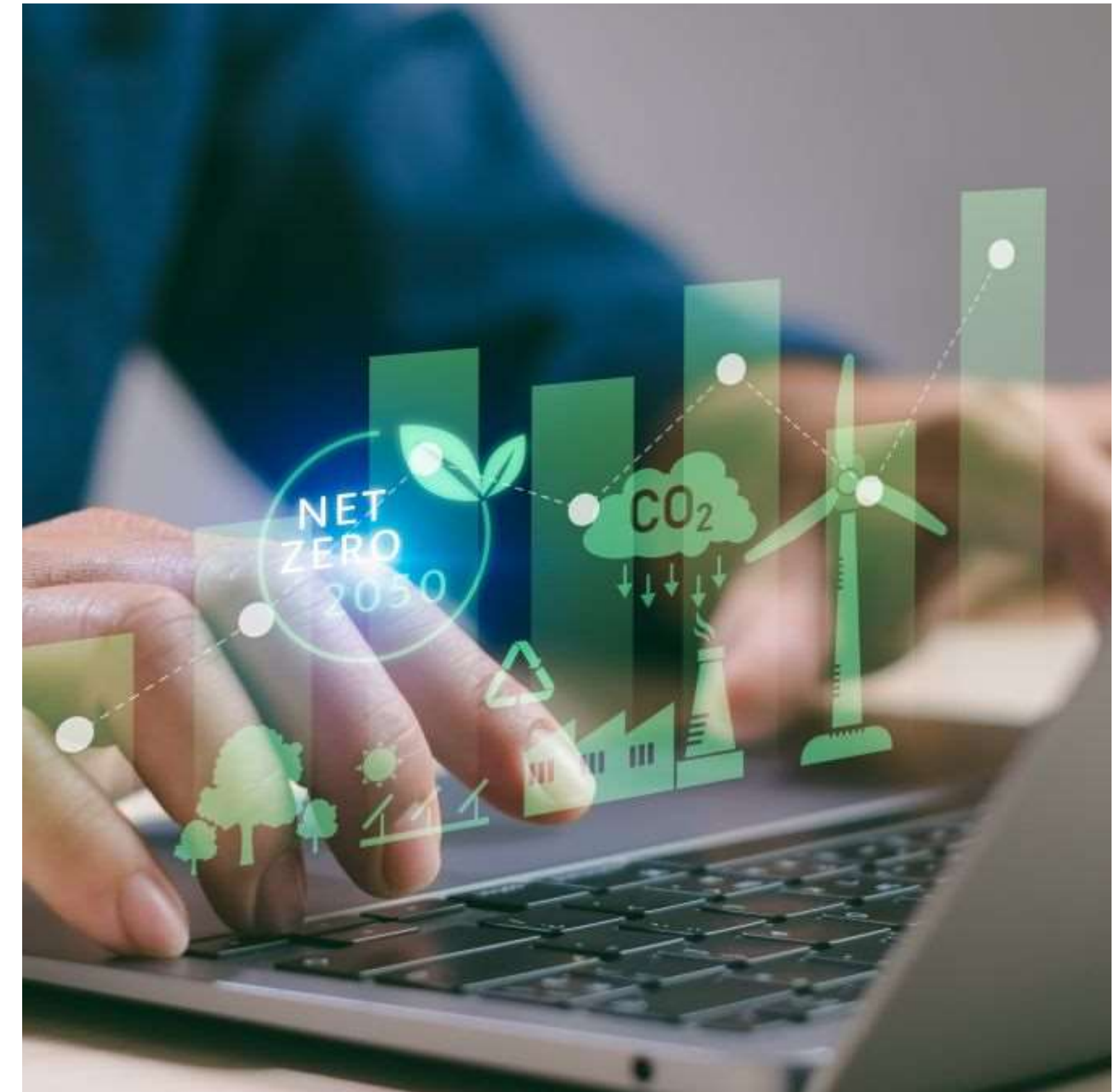
OIS reported 105.16 MTCO₂e of indirect Scope 2 emissions in 2024, linked to purchased electricity. Energy-saving practices and efficient technologies were implemented to minimize dependency on non-renewable energy sources and reduce emissions.

OTHER INDIRECT (SCOPE 3) GHG EMISSIONS

GRI 305-3

In 2024, OIS actively monitored and managed direct greenhouse gas (GHG) emissions arising from fuel use in landscaping machinery, agricultural equipment, and company-owned vehicles. To minimize Scope 1 emissions, we adopted energy-efficient technologies, optimized operations, and implemented preventive maintenance practices for equipment to reduce fuel wastage. Emergency response drills were designed to minimize unnecessary emissions during simulated activities. We are also transitioning to bio-based and eco-friendly inputs where feasible. Continuous tracking of our GHG performance ensures compliance with ISO 14001 standards while aligning with UAE's national climate commitments to reduce emissions and promote environmental sustainability.

In 2024, OIS recorded 326.01 MTCO₂e in total Scope 3 emissions, encompassing both upstream and downstream activities. By collaborating with suppliers, partners, and customers, we continue to focus on reducing indirect climate impacts, strengthening supply chain sustainability, and aligning with UAE decarbonization goals.



OTHER INDIRECT (SCOPE 3) GHG EMISSIONS

GRI 305-3

OIS reported 102.03 MTCO₂e of upstream Scope 3 emissions in 2024, primarily from suppliers and purchased goods. Through supplier engagement, CSR audits, and sustainability training, OIS promotes responsible sourcing and actively reduces environmental impacts across its extended supply chain.

In 2024, downstream Scope 3 emissions totaled 223.98 MTCO₂e, linked to distribution and product use. OIS addresses these impacts through efficient logistics, greener practices, and customer awareness programs, ensuring reduced carbon intensity beyond our direct operations.



**Scope 3
Emissions**





ENVIRONMENT PERFORMANCE DATA





100%

Supplier CSR Assessment

(Percentage of suppliers
covered by CSR Assessment)



GRI 308-1

100%

Supplier CSR Audit (Percentage of suppliers covered by a CSR on-site audit)



GRI 308-2

100%

Supplier Improvement Actions

(Percentage or number of
audited/assessed suppliers
engaged in corrective actions or
capacity building)



GRI 308-2

9,762.78
Liters

Materials, chemicals, and waste (Waste to landfill)



GRI 306-3

12.5
Tons

Total Hazardous Waste
(Reduce the weight of hazardous waste)



GRI 306-4

50.5
Tons

Total Recovered Waste
(Increase the total weight of waste recovered)



GRI 306-4



145
Tons


Total Non-Hazardous Waste
(Reduce the weight of non-hazardous waste)



GRI 306-3

976.31
MTCO₂e

Total Scope 1 GHG emissions in metric tons CO₂e
(Reduction target for Scope 1 emissions)



GRI 305-1





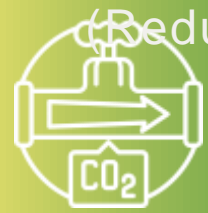
ENVIRONMENT PERFORMANCE DATA





105.16
MTCO₂e

Total Scope 2 GHG
emissions in metric tons
CO₂e



(Reduction target for Scope 2
emissions)

GRI 305-2

326.01
MTCO₂e

Total gross Scope 3
GHG emissions
(Reduction target for Scope 3
emissions)



GRI 305-3

223.98
MTCO₂e

Total gross Scope 3
Downstream GHG
emissions
(Reduction target for Scope 3
Downstream emissions)



GRI 305-3

102.03
MTCO₂e

Total gross Scope 3
Upstream GHG emissions
(Reduction target for Scope 3
Upstream emissions)



GRI 305-3





ENVIRONMENT PERFORMANCE DATA





262920
kWH

Energy Emissions Profile
(Total Energy Consumption &
GHGs)



GRI 302-1

14928
Cubic Meters

Overall Water
Consumption
(Total water consumption)



GRI 303-5

0
kWh

Total Renewable Use
(Total renewable energy
consumption)



GRI 302-1

900
Cubic Meters

Water
(Quantity of Water Pollution)



GRI 303-2

13.5
Index

Air pollution
(Air quality Index)



GRI 305-7



ENVIRONMENT PERFORMANCE DATA

0
kWh

Total Renewable Use
(Total renewable energy
consumption)



GRI 302-1

20%

Biodiversity
(Percentage of green
landscape)



GRI 304-3



7456
Liters

Recycled Water Total
(Total amount of water recycled
and reused)



GRI 303-5

SOCIAL



WORKER TRAINING ON OCCUPATIONAL HEALTH AND SAFETY

GRI 403-5

In line with ISO 45001, OIS implemented comprehensive Health & Safety Training across operations. The program focused on workplace hazard identification, use of protective equipment, emergency preparedness, and accident prevention. Employees received hands-on guidance on safe handling of agricultural machinery, chemical safety, and safe landscaping practices. Training sessions were designed to empower staff to take proactive responsibility for workplace safety. This initiative contributed to reducing Lost Time Injuries (LTI) and strengthened the culture of health and well-being. By prioritizing safety education, OIS upheld GRI 403 commitments and demonstrated its commitment to employee protection and operational resilience.

DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES

GRI 405-1



OIS conducted Diversity & Inclusion Training to foster a workplace culture that embraces equality and fairness. The training educated employees on unconscious bias, equitable practices, inclusive communication, and cultural sensitivity. It also emphasized gender equality, accessibility, and respect for different perspectives in teams. Managers were trained to ensure fair opportunities for career advancement and inclusive decision-making. This initiative promoted an environment free from discrimination, aligning with GRI 405 and UAE labor standards. By embedding DEI values, OIS strengthened its workforce cohesion, enhanced innovation, and built a culture where employees feel valued and respected.

OIS strengthened disability inclusion actions by promoting equal opportunities for persons with disabilities. Awareness training, workplace adjustments, and accessible facilities were introduced to create an inclusive environment. Policies ensure fair recruitment, promotion, and training opportunities for all employees, regardless of ability. Employees received training to build awareness and foster respectful interactions. These initiatives align with global human rights standards and ESG social responsibility commitments. Disability inclusion enhances workforce diversity, innovation, and morale.

DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES

GRI 405-1



OIS achieved 30% workforce diversity in 2024, reflecting inclusivity across gender, age, and cultural backgrounds. This strengthens innovation, collaboration, and equity within operations. By fostering a fair and supportive workplace, OIS aligns with global ESG principles and UAE labor standards.

The OIS Board of Directors recorded 20% diversity in 2024, reinforcing our commitment to inclusive governance. Representation at the highest decision-making level enhances transparency, accountability, and strategic growth. This ensures OIS governance structures remain equitable, forward-looking, and aligned with sustainability objectives.

In 2024, 10% of OIS executives represented diverse groups, demonstrating steady progress toward inclusive leadership. This commitment promotes balanced decision-making and varied perspectives at the management level. OIS actively integrates diversity into talent development and succession planning for sustainable governance excellence.

In 2024, OIS achieved 50% minority executive representation, reflecting strong progress in inclusive leadership. By empowering leaders from diverse cultural and social backgrounds, OIS ensures balanced perspectives in strategic decision-making. This commitment strengthens equity, innovation, and stakeholder trust while aligning governance practices with global ESG and UAE

NEW SUPPLIERS SCREENED USING SOCIAL CRITERIA

GRI 414-1



OIS organized Buyer Sustainability Training to strengthen responsible supply chain management. The program focused on assessing suppliers for labor rights compliance, fair working conditions, and environmental stewardship. Procurement teams were trained in integrating ESG benchmarks while engaging suppliers and contractors. The training emphasized the importance of sourcing from ethical suppliers, ensuring compliance with human rights laws, and promoting diversity in supplier selection. By improving buyer awareness, OIS enhanced supplier accountability and ensured sustainability standards throughout the supply chain. This initiative directly supported GRI 414, reinforcing OIS's role in building responsible procurement practices.



OIS promotes Diversity, Equity, and Inclusion (DEI) across its supply chain by screening new suppliers for compliance with labor rights, equal opportunity, and anti-discrimination standards. Suppliers are required to demonstrate fair employment practices, gender diversity, and policies against harassment or forced labor. Our Supplier Code of Conduct enforces accountability for DEI principles. We provide capacity-building support to suppliers to strengthen their practices in line with international labor and human rights standards. Aligning with GRI 414-1, these initiatives extend our ESG commitment into the supply chain, ensuring inclusivity and fairness in business relationships and procurement practices.



In 2024, OIS achieved 100% supplier compliance with the company's Code of Conduct. By embedding sustainability, labor rights, and governance standards into every contract, we ensure ethical practices throughout our supply chain. This commitment strengthens accountability, promotes transparency, and builds long-term, responsible partnerships.

In 2024, OIS ensured 100% of procurement staff received training on sustainable procurement. This program enhanced governance by promoting ethical decision-making, supplier responsibility, and alignment with ESG standards. It strengthened supply chain accountability and reinforced OIS's commitment to sustainable growth.



BENEFITS PROVIDED TO FULL-TIME EMPLOYEES

GRI 401-2

01. OIS promotes flexible work options to enhance employee well-being and productivity. Remote working, flexible hours, and task-based assignments allow staff to balance professional and personal commitments. This initiative reduces commuting emissions, aligning with sustainability goals while supporting diverse workforce needs. Employees reported improved satisfaction and performance through adaptive work models. Flexible work arrangements also encourage inclusivity by accommodating employees with varying responsibilities. The company ensures fairness and transparent communication in assigning flexible options.

02. OIS introduced family-friendly programs to support employees' work-life balance. Benefits include parental leave, childcare assistance, wellness initiatives, and family participation in company events. These programs foster loyalty, reduce turnover, and create a positive work culture. Employees with family support systems experience lower stress and higher engagement at work. Family-friendly practices align with our ESG commitment to social responsibility and employee welfare. The initiative reflects respect for diversity and inclusivity while strengthening OIS as an employer of choice.

03. In 2024, 100% of OIS employees were covered under health insurance, ensuring financial security and well-being. This benefit reflects our commitment to fair working conditions, compliance with UAE labor laws, and global ESG practices. It strengthens employee trust, retention, and overall workplace satisfaction.





04. OIS delivered training sessions on maintaining Good Working Conditions to ensure employee well-being and fair workplace practices. The program covered fair wages, reasonable working hours, health benefits, and transparent communication mechanisms. Employees were informed about their entitlements, grievance procedures, and opportunities for work-life balance. Managers were trained to promote safe, respectful, and equitable conditions for all staff. This initiative ensured compliance with UAE labor laws and aligned with GRI 401 commitments. By prioritizing employee welfare, OIS fostered a motivated workforce, reduced turnover, and strengthened its reputation as a responsible and people-centric employer.

05. OIS is committed to wage equality and compliance with UAE labour regulations. In 2024, wage structures were reviewed to ensure employees across roles and levels received fair and competitive pay. Internal audits assessed alignment with industry benchmarks and addressed any discrepancies. We also analyzed wage practices to confirm compliance with international labour standards and ESG principles. Regular communication sessions were held with employees to clarify wage-related concerns, ensuring transparency. By maintaining equitable compensation, OIS promotes financial well-being, reduces turnover risk, and enhances employee satisfaction, strengthening long-term workforce stability.

WORK-RELATED INJURIES

GRI 403-9

01

OIS organized targeted training to reduce Lost Time Injury (LTI) frequency rates. The sessions focused on safety best practices, risk assessments, and accident prevention across landscaping and machinery operations. Employees were trained in safe machine handling, ergonomics, chemical safety, and emergency protocols. Supervisors were equipped with skills to track safety incidents, analyze root causes, and implement corrective actions. Training outcomes significantly improved reporting culture and proactive safety measures. This initiative contributed to reducing injury-related downtime, safeguarding employee well-being, and maintaining compliance with ISO 45001. Aligned with GRI 403, it reinforced OIS's focus on continuous safety improvements.

02

OIS maintains strong workplace safety measures to protect employees and contractors. We implemented hazard identification, risk assessments, emergency preparedness, and strict compliance with ISO 45001:2018 standards. Safety drills, PPE distribution, and safety signage reinforce awareness. A proactive safety culture ensures accidents and Lost Time Injuries (LTI) remain minimized. Employees are encouraged to report unsafe conditions without fear of retaliation. Safety KPIs are tracked and reported to management regularly, ensuring continuous improvement. This aligns with our ESG priorities and global best practices.

03

OIS conducted fire emergency drills in 2024 to prepare employees for potential fire hazards across all sites. Employees practiced evacuation, fire extinguisher use, and coordination with emergency teams. These drills enhance readiness, reduce response time, and minimize injuries and property damage. Fire safety awareness is reinforced through regular training and signage. The initiative ensures compliance with ISO 45001:2018 and UAE safety regulations while promoting a culture of proactive risk management, ensuring that all landscaping, agriculture, and machinery operations maintain high standards of occupational health and safety.

WORK-RELATED INJURIES

GRI 403-9

04

To address extreme temperature risks, OIS carried out heat stress emergency drills. Employees were trained to recognize heat-related illnesses, implement cooling measures, and provide first aid. These drills reduce health risks during hot-weather operations, particularly in landscaping and agriculture tasks. The program strengthens resilience against occupational hazards, aligns with ISO 45001:2018 standards, and reinforces OIS's commitment to worker safety. Regular monitoring, hydration strategies, and emergency response practices ensure a proactive approach, safeguarding employee well-being while maintaining operational continuity and compliance with UAE labor and health regulations.

05

OIS implemented spill response drills to manage accidental material spills safely. Employees practiced containment, cleanup procedures, and emergency reporting. These exercises minimize environmental damage, protect worker safety, and ensure quick operational recovery. The drills align with ISO 45001:2018 occupational health and safety standards and UAE environmental regulations. By simulating real-life scenarios, OIS enhances staff readiness, encourages safe handling of chemicals and materials, and strengthens emergency coordination. This proactive approach reduces injury risk, environmental hazards, and operational disruptions while fostering a culture of responsibility and preparedness across landscaping, agriculture, and machinery operations.

06

In 2024, chemical spill emergency drills were conducted to train employees in safe containment, neutralization, and reporting of hazardous substances. These exercises ensure rapid, safe responses, preventing injuries and environmental contamination. Staff are equipped with personal protective equipment (PPE) and trained in proper protocols, reinforcing ISO 45001:2018 compliance. The drills improve operational safety, reduce accident risks, and instill confidence in handling chemical emergencies. Through regular practice, OIS fosters awareness, preparedness, and safety culture across landscaping, agriculture, and machinery operations.

WORK-RELATED INJURIES

GRI 403-9

07

OIS conducted heavy machinery emergency drills to ensure safe handling of tractors, excavators, and other equipment. Employees practiced accident response, machinery shutdown procedures, and hazard identification. The drills minimize workplace injuries and operational downtime while reinforcing ISO 45001:2018 compliance. Staff gained hands-on experience in managing mechanical risks and coordinating emergency actions. This initiative strengthens safety awareness, improves employee confidence, and promotes a culture of vigilance. By embedding these drills in routine training, OIS ensures safer operations in landscaping, agriculture, and machinery services while demonstrating commitment to occupational health and safety excellence and regulatory compliance.

OIS recorded zero reportable workplace incidents in 2024, reflecting our commitment to employee health and safety. Through risk assessments, PPE provision, and continuous training, we created a safe working environment. Compliance with UAE labor laws and global standards strengthens a culture where safety is prioritized across operations.



08

OIS carried out explosion injury response drills to train staff in rapid evacuation, first aid, and hazard mitigation. Scenarios included potential equipment or chemical-related explosions. Employees practiced emergency coordination, PPE use, and injury reporting to reduce casualties and operational damage. These drills comply with ISO 45001:2018 and UAE safety regulations, strengthening workplace safety culture. By preparing teams for rare but high-impact incidents, OIS enhances resilience, emergency responsiveness, and overall occupational health management. This proactive approach ensures all landscaping, agriculture, and machinery operations are safeguarded against explosive hazards while prioritizing employee well-being and organizational continuity.

INCIDENTS OF DISCRIMINATION, CORRECTIVE ACTIONS

GRI 406-1



OIS implemented anti-discrimination measures to ensure fairness and inclusivity. Regular training and awareness campaigns educate employees on identifying and preventing discriminatory practices related to gender, age, disability, or ethnicity. Policies emphasize zero tolerance toward bias, with clear grievance channels to report issues. Managers undergo specialized training to support equitable practices in recruitment, promotions, and team management. These efforts promote a diverse and inclusive workforce aligned with ESG values. A respectful workplace strengthens employee morale and productivity while enhancing OIS's reputation as an ethical employer.



OIS enforces strong anti-harassment actions to ensure a safe and respectful workplace. Policies clearly prohibit all forms of harassment, including verbal, physical, and online misconduct. Employees are trained to identify, prevent, and report harassment through confidential grievance channels. Regular workshops build awareness, and managers are equipped to handle cases sensitively. Investigations are carried out transparently, with strict disciplinary measures for violations. These initiatives foster trust, inclusivity, and employee well-being while reinforcing our ESG values of respect and dignity.



PERCENTAGE OF EMPLOYEES RECEIVING PERFORMANCE AND CAREER DEVELOPMENT REVIEWS

GRI 404-3

OIS establishes training and career development agreements with employees to enhance long-term growth. These agreements outline training opportunities, mentorship, and pathways for progression, ensuring employees feel invested in their careers. Specialized training modules are aligned with employee roles and organizational goals. Employees are encouraged to commit to applying new skills effectively. This approach fosters talent retention, skill enhancement, and leadership pipeline development. It reflects OIS's dedication to employee empowerment and sustainable workforce growth, contributing to social value creation.

OIS provided career development training to strengthen employee competencies and prepare them for future roles. Training programs focused on leadership, technical skills, communication, and problem-solving. Employees were guided on creating personal growth roadmaps, supported by mentorship and coaching. Internal mobility opportunities were also highlighted, helping employees understand pathways within the organization. Career development training ensures long-term talent sustainability and supports our ESG goal of inclusive growth. Employees reported increased confidence, productivity, and commitment to OIS's mission.



DATA PRIVACY AND SECURITY BREACHES

GRI 418-1

OIS provided information security awareness training to safeguard data integrity and privacy. Employees were trained on cybersecurity risks, phishing prevention, password protection, and safe digital practices. Training sessions included simulations to test employees' readiness against cyber threats. Information security is critical to maintaining stakeholder trust, especially in machinery sales and after-sales services. Employees are encouraged to follow secure communication protocols and report suspicious activity immediately. Regular audits and updates ensure compliance with global data protection standards.

OIS reported zero confirmed information security breaches in 2024, reflecting strong governance and robust data protection systems. Continuous monitoring, privacy safeguards, and employee awareness programs ensured stakeholder trust, confidentiality, and business resilience.



DATA PRIVACY AND SECURITY BREACHES

GRI 418-1

OIS is committed to protecting sensitive business and client data through its Information Security Management System (ISMS). In 2024, compliance audits were conducted to identify risks and strengthen data protection measures. Employees received targeted training on information security awareness, phishing prevention, and responsible data handling. Regular system reviews ensured adherence to ISO standards, minimizing risks of cyber incidents or breaches. Secure data storage and access controls were implemented to safeguard confidential information. These initiatives reinforce resilience against emerging cyber threats, enhance stakeholder confidence, and demonstrate our commitment to digital integrity and responsible business conduct.



Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk

GRI 407-1

OIS delivered labor rights awareness training to ensure compliance with international labor standards. Employees and contractors were educated on rights related to wages, working hours, freedom of association, and non-discrimination. Training sessions emphasized the importance of respecting human rights throughout operations and the supply chain. Employees are empowered to report violations through secure grievance channels. This initiative promotes fair and ethical treatment while supporting ESG goals for decent work and economic growth. OIS demonstrates its commitment to protecting workers' rights in line with UAE law and global standards.

In 2024, eight employees participated in workplace social dialogue programs, fostering collaboration and transparency. These forums addressed working conditions, welfare, and rights, ensuring freedom of association. OIS values employee engagement, encourages open communication, and integrates feedback into management practices, building trust and inclusivity across the workforce.



GRI 404-1

AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE

OIS monitored and reported on the average hours of training provided to employees annually. Training covered technical, health and safety, sustainability, and leadership topics, ensuring skill enhancement across levels. Each employee received structured learning opportunities aligned with job requirements and career growth. Reporting average training hours demonstrates OIS's commitment to workforce development and continuous improvement. Benchmarking against industry standards allows us to assess progress and address gaps. This approach strengthens employee satisfaction, retention, and productivity.

In 2024, OIS achieved 100% employee training hours, covering technical, safety, and sustainability topics. This ensures all staff are well-equipped to perform effectively, comply with regulations, and contribute to ESG goals. Training promotes professional growth, innovation, and alignment with long-term business objectives.



RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO MEN



GRI 405-2

OIS promotes fairness and transparency in career advancement. In 2024, promotion policies were evaluated to ensure decisions were based solely on performance, skills, and merit. We eliminated any bias in career progression by implementing structured evaluation systems and grievance mechanisms. Employees were offered career development training and mentorship programs to strengthen promotion readiness. Transparent communication about promotion criteria enhanced employee trust and motivation. These practices supported equal growth opportunities for all, regardless of gender or background, and helped foster an inclusive workplace culture that values competence, achievement, and fairness.

OIS ensures equal opportunities for career growth through transparent and fair promotion practices. Promotions are strictly merit-based, considering employee performance, skills, and contributions, while eliminating bias related to gender, age, or background. A structured evaluation process is followed with clear criteria, ensuring fairness and inclusivity. Employees are encouraged to discuss their career pathways with managers, ensuring transparency. This practice strengthens employee trust, supports diversity, and enhances organizational culture. Aligning with GRI 405-2, our fair promotion framework reflects commitment to equity, non-discrimination, and employee motivation, supporting long-term retention and workplace harmony.

RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO MEN

GRI 405-2

To ensure pay equity, OIS carried out a pay gap analysis in 2024 across roles, departments, and genders. This assessment provided insights into wage structures, identifying areas for improvement to close gaps and promote inclusivity. The findings supported adjustments in remuneration policies to achieve fairness and align with ESG goals. Transparency in compensation strengthens employee morale, reduces turnover, and demonstrates our commitment to equality and inclusion. Continuous monitoring ensures sustained compliance with local labour regulations and international standards on workplace equity.

In 2024, OIS maintained a 0% gender pay gap, ensuring equal salary and remuneration for men and women across all roles. This reflects the company's commitment to fairness, inclusivity, and merit-based career advancement, supporting workplace equity and alignment with international ESG reporting standards and UAE labor regulations.





PREVENTION AND MITIGATION OF OCCUPATIONAL HEALTH AND SAFETY IMPACTS DIRECTLY LINKED BY BUSINESS RELATIONSHIPS

GRI 403-7

OIS integrates robust safety measures for contractors working on landscaping, agriculture, and machinery operations. We mandate compliance with ISO 45001:2018 standards and require contractors to participate in safety inductions before beginning work. Contractors are trained on site-specific hazards, emergency response, and safe equipment handling. Regular audits, inspections, and toolbox talks are conducted to minimize risks. OIS ensures contractors receive personal protective equipment and adhere to our safety culture. Aligning with GRI 403-7, these measures reduce workplace incidents, foster accountability, and demonstrate our responsibility for health and safety beyond our employees, extending to business partners and contractors.



PROGRAMS FOR UPGRADING EMPLOYEE SKILLS

GRI 404-2

OIS invests in specialized training programs to develop skills in sustainable landscape design and planning. Employees receive hands-on training in eco-friendly irrigation techniques, native plant selection, biodiversity conservation, and climate-resilient landscape solutions. Training modules also emphasize integrating modern design tools and digital planning software for efficient execution. These programs empower employees with advanced technical expertise to deliver sustainable, aesthetic, and functional landscapes. By aligning with GRI 404-2, OIS demonstrates its commitment to professional growth, environmental responsibility, and innovation in landscaping services, contributing to client satisfaction and greener community development across the UAE.



OIS provides technical training for employees on the safe and efficient operation of agricultural machinery. Training covers machinery handling, preventive maintenance, troubleshooting, and energy-efficient operation, ensuring productivity while reducing downtime and risks. Emphasis is placed on safety protocols, fuel efficiency, and eco-friendly practices in agricultural operations. Employees also learn to adapt to new technological advancements in farming equipment. Aligning with GRI 404-2, this initiative builds workforce capability, enhances service delivery, and ensures our employees are competent in modern agricultural practices, directly supporting UAE's food security goals and OIS's reputation for excellence in sustainable agriculture services.

PROGRAMS FOR UPGRADING EMPLOYEE SKILLS

GRI 404-2

OIS enhances customer satisfaction through skill development programs focused on after-sales support. Employees are trained in customer engagement, troubleshooting, warranty management, spare parts support, and maintenance services for machinery sold. Training emphasizes responsiveness, professionalism, and technical expertise to ensure clients receive long-term value from their purchases. Employees are also guided on sustainable repair practices to extend equipment life and reduce waste. Aligning with GRI 404-2, this initiative strengthens client trust, creates value-added services, and boosts employee confidence, ensuring OIS remains a preferred partner for machinery sales and long-term customer relationships in UAE and beyond.



المشرق لخدمات الري
ORIENT IRRIGATION SERVICES
Landscaping

PROGRAMS FOR UPGRADING EMPLOYEE SKILLS GRI 404-2

OIS provides employees with comprehensive training in product demonstrations and machinery commissioning to ensure customers receive expert guidance during installations. Training covers technical knowledge of machinery functions, safety protocols, and demonstration techniques to enhance customer understanding. Employees are also trained to communicate effectively with diverse customer groups, addressing queries and ensuring smooth equipment commissioning. This initiative ensures clients maximize performance, safety, and sustainability benefits of their purchases. Aligning with GRI 404-2, OIS's approach builds customer confidence, enhances technical expertise within the workforce, and positions the company as a trusted partner delivering quality after-sales services.

PROGRAMS FOR UPGRADING EMPLOYEE SKILLS

GRI 404-2

In 2024, 100% of OIS employees actively participated in career management and training programs, reinforcing the company's focus on professional growth and employee empowerment. Our structured programs include technical training, leadership development, mentorship, and continuous learning opportunities tailored to employee needs. By investing in skills enhancement, OIS ensures that employees remain future-ready, motivated, and aligned with the organization's sustainability goals. This initiative also strengthens employee retention, performance, and career advancement prospects while fostering a culture of lifelong learning and innovation. Such investment in people contributes to long-term organizational resilience and ESG excellence.



NEW EMPLOYEE HIRES

GRI 401-1

OIS ensures all recruitment processes are transparent, merit-based, and free from discrimination. In 2024, we reinforced fair hiring by conducting audits and implementing checks to prevent bias in candidate selection. All applicants were given equal opportunities regardless of gender, age, disability, or background. Recruitment guidelines emphasized ethical practices, compliance with UAE labour laws, and respect for human rights. Training was provided to HR teams and managers to strengthen awareness on inclusive hiring. These measures build trust with candidates and stakeholders while ensuring that our workforce reflects diversity, competence, and fairness.



CHILD LABOUR, FORCED OR COMPULSORY LABOUR

OIS strictly prohibits child labour, forced labour, and human trafficking within its operations and supply chain. Internal audits, supplier assessments, and workforce monitoring were conducted in 2024 to ensure compliance with international conventions and UAE labour laws. Awareness programs and grievance mechanisms were implemented to empower employees and stakeholders to report violations without fear of retaliation. Our commitment reflects respect for human rights and ethical business conduct. We ensure that all recruitment practices are transparent and fair, safeguarding dignity and equality at the workplace.

OIS strictly prohibits child labor, forced labor, or any form of human rights violations. In 2024, there were zero incidents recorded. Our governance framework integrates global human rights commitments into all operations and supply chain activities.



GRI 408-1, 409-1



PROMOTION OF WORKER HEALTH

GRI 403-6

OIS recognizes the importance of maintaining fair and compliant working hours for employee well-being. In 2024, internal audits were conducted to monitor adherence to UAE labour regulations, ensuring no excessive working hours, fair overtime compensation, and respect for rest periods. Flexible work options and family-friendly policies were introduced to enhance work-life balance. Continuous monitoring ensures productivity without compromising employee health and safety. Training sessions raised awareness among managers and staff about compliance and ethical labour practices, reinforcing our commitment to responsible employment.

INCIDENTS OF NON-COMPLIANCE CONCERNING THE HEALTH AND SAFETY IMPACTS OF PRODUCTS AND SERVICES

GRI 416-2

OIS reported zero incidents of non-compliance related to customer health and safety in 2024. We maintained strict quality controls, adhered to product safety standards, and implemented regular monitoring. This ensures customers receive safe, reliable, and sustainable services, reinforcing confidence in our operations and ethical responsibility.



INCIDENTS OF DISCRIMINATION

GRI 406-1

OIS reported zero incidents of discrimination or harassment in 2024. Robust internal policies, awareness programs, and grievance mechanisms safeguard employee dignity and equality. This proactive approach fosters a respectful, safe, and inclusive workplace culture while demonstrating OIS's strong compliance with global ESG practices and UAE labor legislation.

GRI 406-1

INCIDENTS OF DISCRIMINATION

OIS recorded zero misconduct cases involving discrimination or harassment in 2024. Clear ethical policies, awareness training, and accessible grievance mechanisms ensure accountability and promote a safe, respectful workplace culture consistent with UAE laws and global governance standards

GRI
403-10

WORK-RELATED ILL HEALTH

OIS reported zero days lost due to work-related injuries, fatalities, or ill health in 2024. This reflects our strong occupational health and safety culture, preventive measures, and continuous monitoring programs designed to safeguard employee well-being across all operations..

GRI 403-9

WORK-RELATED INJURIES

In 2024, OIS recorded five minor workplace incidents, all promptly investigated and addressed through corrective and preventive measures. Ongoing safety training, hazard assessments, and proactive supervision reinforce our zero-harm goal and commitment to maintaining safe and compliant workplaces.

GRI 405-1

DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES

OIS achieved 18.26% workforce representation from minority or vulnerable groups in 2024. This milestone underscores our dedication to fostering diversity, inclusion, and equal opportunity across all levels of the organization, supporting a culture of fairness and belonging aligned with ESG and UAE diversity objectives.



SOCIAL PERFORMANCE DATA



100%

Employee Training
Hours



GRI 404-1

0
Nos

Workplace Safety
Standards
(Number of reportable incidents)



GRI 403-9

0
Nos

Labor Exploitation
Prevention
(Number of labour/human
rights incidents)



GRI 408-1, 409-1

8

Workplace Social
Dialogue
(Number of Employees
Participated in Social
Dialogue)



GRI 407-1






SOCIAL PERFORMANCE DATA

100%

Career management
and training

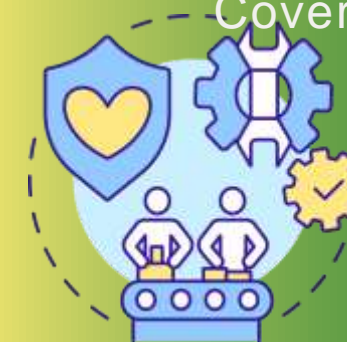
(Percentage of employees
participating in career
development programs)



GRI 404-2

100%

Working conditions
(Percentage of Employees
Covered Under Health
Insurance)



GRI 401-2

0
Nos

Customer health and
safety

(Count of reported customer
health and safety incidents)



GRI 416-2

30%

Women Workforce
Percentage

(Gender Diversity in the
Workforce)



GRI 405-1






SOCIAL PERFORMANCE DATA

10%

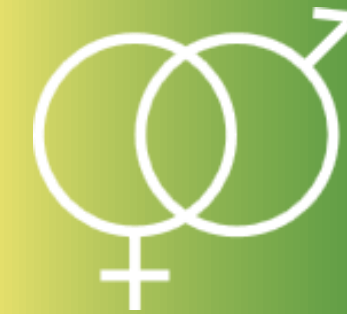
Women Executive
Percentage
(Gender Diversity in the top
management level)



GRI 405-1

0%

Average Gender
Gap



GRI 405-2

14%

Minority Executive
Representation
(Diversity Representation in
the Whole Organization)



GRI 405-1

0
Nos

Discrimination and
Harassment
(Number of Reported incidents
of Discrimination &
Harassment)



GRI 406-1



100%

Supplier Code Compliance

(Percentage of supplier signed the code of conduct)



GRI 414-1

0 Nos

Confirmed Security Incidents

(Number of confirmed information security incidents)



GRI 418-1

100%

Sustainable Procurement Training

(Percentage of buyers received education/ training on sustainable procurement)



GRI 414-1

20%

Women Board Percentage

(Gender Diversity in the within the organization's board)

GRI 405-1





SOCIAL PERFORMANCE DATA





0 Nos

Misconduct Case
Number

(Number of identified
discrimination or harassment
incidents or corrective actions)



GRI 406-1

0 Nos

Workplace Health Loss

(Number of days lost to work-
related injuries, fatalities and ill
health)



GRI 403-10

5

Workplace Incident
Number

(Number of work-related
accidents)



GRI 403-9

18.26%

Employee Diversity
Percentage

(Percentage of employees
from a minority or vulnerable
group in the whole
organization)



GRI 405-1

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المشرق لخدمات الري
ORIENT IRRIGATION SERVICES
Landscaping

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INDEPENDENT ASSURANCE STATEMENT

This CSR report has been independently verified by BMQR, a third-party assurance provider, in accordance with ISO 17029:2019. The assurance engagement covered a Type 1 assurance of the information and data disclosed within this report.

The scope of the assurance included verifying the accuracy, completeness, and reliability of the disclosures made under all relevant sections of the GRI Standards. The assurance provider conducted the engagement based on applicable assurance principles and issued an assurance statement confirming the integrity of the disclosed information.

Name of Assurance Provider	: BMQR Certifications Pvt Ltd,
Standard Used	: ISO 17029:2019 and GRI.
Type of Assurance	: Type 1
Date of Assurance	: 02nd February 2025
Web URL	: www.bmqrassurance.com
Authorized Representative (Assurer) :	
Name	: S. Elango
Designation	: Associate Certified Sustainability Assurance Practitioner (AA 1000)
Certificate No	: AA1000 (ACSAP) C.N: A09122401
Signature	: 