

CORPORATE SUSTAINABILITY REPORT

(01st January 2025 to 31st December 2025)



كلىنكو CLEANCO
اصدقاء البيئة Environment friendly

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Managing Director's Message on Sustainability Report

At Cleanco, we believe sustainability is integral to responsible business growth and long-term value creation. As a UAE-based service provider delivering facility management, general cleaning, rope access, maintenance and engineering, housemaid services, residential maintenance, and auto workshop services, we recognise our responsibility to operate safely, ethically, and with minimal environmental impact.

Our sustainability approach integrates Environmental, Social and Governance (ESG) principles into our daily operations and decision-making. We are committed to improving resource efficiency, reducing waste and emissions, promoting responsible use of materials, and adopting environmentally conscious practices across our services.

Our people remain at the heart of our sustainability journey. We prioritise employee health and safety, skills development, equal opportunities, ethical conduct, and positive engagement with our clients and communities.

We will continue strengthening governance, measuring our sustainability performance, and pursuing practical improvements. Through collaboration, accountability, and continuous innovation, Cleanco remains committed to creating lasting value for our stakeholders and contributing to a more sustainable UAE.



ABOUT US



Since 1980, Cleanco has woven a legacy of excellence, gracing iconic projects with awards and recognition. Our devoted staff strives day and night with visionary leadership, expanding services across diverse sectors. Committed to transparency, we exceed international standards, serving government and private portfolios. With 15,000 employees across all emirates, Cleanco is a pioneer in facility management, shaping UAE's cleaning standards through innovation and sustainability. Passionate about community and sector contribution, we consistently deliver the highest cleaning and service standards, setting a distinctive benchmark in the industry.

Overview

Since 1980, Cleanco has established and been serving the nation in numerous Iconic projects with countless recognitions and awards by diverse entities. With our leadership directives, we have built a strong business relationship with committed staff who are working day & night to retain our current contracts and to expand our services into different sectors of the market.



Introduction to the Sustainability Report

Cleanco, a UAE-based provider of facility management and integrated support services, is committed to creating long-term value through responsible and sustainable business practices. Our services include facility management, general cleaning, rope access, maintenance and engineering, housemaid services, residential maintenance, and auto workshop services. Sustainability is integrated into our operations to support environmental stewardship, social responsibility, and strong corporate governance.

This Sustainability Report presents Cleanco's approach, initiatives, performance, and progress in managing environmental, social, and governance (ESG) impacts. It highlights our efforts to improve resource efficiency, reduce environmental impacts, promote responsible waste management, maintain safe and inclusive workplaces, develop our people, and uphold ethical business practices.

The report reflects our commitment to transparency, accountability, stakeholder engagement, and continuous improvement. Through responsible service delivery and ESG integration, Cleanco aims to contribute positively to the UAE's sustainability priorities while building resilient operations and creating lasting value for employees, customers, communities, business partners, and other stakeholders.



Statement of Use (GRI 1–5)

This report is prepared in accordance with GRI standards (2021) for the reporting Period 01st January 2025 to 31st December 2025.



WHY ORGANIZATIONS TRUST CLEANCO GROUP

44+
Long-standing history of industry expertise

ISO-CERTIFIED SYSTEMS
In accordance with ISO 9001 standards

PROVEN PERFORMANCE
Delivering results across critical sectors

Get In Touch With Us: ☎ +971 800 253 2626 ✉ info@cleanco.ae

ISO Certifications



Cleanco maintains internationally recognized management systems supporting quality, environmental responsibility, and occupational health and safety. The Company is certified to ISO 9001:2015 – Quality Management System, ISO 14001:2015 – Environmental Management System, and ISO 45001:2018 – Occupational Health & Safety Management System, demonstrating commitment to continual improvement, compliance, and responsible operations.



Sustainable Development Goal



Our Vision, Mission & Values



At Cleanco, our vision, mission, and values propel us toward success. We prioritize customer satisfaction in every facet of our services.

Mission

To Develop, Operate and Maintain high quality standard services and Safety to ensure customer satisfaction, add value, innovative services, management support and exceptional experience.



Vision

To be the preferred Cleaning and Facility Management Services provider in the UAE through the exceptional services and people.



Values

Our People

At Cleanco, our strength lies in our people. We aren't just recruiters but talent developers, caretakers of aspirations, and motivators to achieve the highest standards. We enrich an environment where each team member is empowered to flourish and contribute to the excellence that defines Cleanco.

Our Services

The pursuit of perfection is a perpetual journey at Cleanco. We commit to continuous improvement, development, innovation, and adding value to our services. Our goal is not just service excellence; it's a commitment to relentless improvement that ensures Cleanco remains at the forefront of the industry.

Our Customers

Elevating service standards, Cleanco pledges to provide the highest level of service, exceed customer expectations, and nurture enduring relationships. Our commitment is to create satisfied customers and advocates for the Cleanco experience. More than a service provider, Cleanco is a dedicated partner in your journey towards a cleaner, brighter future.

our Services



We Deliver our best services.

We provide highly experienced hospitality service operators who will elevate your expectations while serving our valued customers and their guests by providing the highest hospitality & hygiene standards.



Cleaning

We serve all sectors as business and individuals who seek tangible results within their premises.



Landscaping

We assure to maintain the highest level of service and competent staff in various types of project ranges.



Staff Training

We assure to maintain the highest level of service and competent staff in various types of project ranges.

our Services



Soft Services

Housekeeping & Cleaning Services



Facade Cleaning Services



Aircraft Cleaning Services



Disinfection & Sanitization Services



Pest Control Services



Landscaping Services



Waste Management Services



Hospitality Services



Hard Services

Housemaid Services (Dubai)



Facility Management Services



General Cleaning Services



Rope Access Services



Maintenance & Engineering Services



Auto Workshop Services



Our Commitment

As an ongoing commitment to excellence has led us to invest in new technologies and alternative management solutions that streamline management in the community.



Our Clients

Our comprehensive List of Clients, showcases our latest ventures and achievements. Stay informed on how we're revolutionizing the cleaning and maintenance industry with each initiative.



We are certified and trusted



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CLEANCO



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ORGANIZATIONAL DETAILS

GRI 2-1

Legal Name: Cleanco Facilities Management Services

Location of its headquarters :

**Head Office
Abu Dhabi Office**
P.O Box : 46649
M : +971 262 72600, +971 445 03634,
E : info@cleanco.ae

**Branch Office
Dubai Office**
P.O Box : 429
M : +971 445 03633, +971 445 03634,
E : info@cleancodubai.com

**Branch Office
Al-Ain Office**
P.O Box : 17272
M : +971 376 62303, +971 376 62302,
E : alainoffice@cleanco.ae

Country of operation : UAE



GRI 2-1: Organizational Details

Cleanco is a UAE-based provider of integrated facility management and support services. Its activities include facility management, general cleaning, rope access, maintenance and engineering, housemaid services, residential maintenance and auto workshop services. Cleanco operates through a structured management system and integrates environmental, social and governance (ESG) considerations into its business operations and decision-making.

GRI 2-3: Reporting Period, Frequency and Contact Point

This Sustainability Report covers Cleanco's sustainability performance for the period from 1 January 2025 to 31 December 2025. Cleanco intends to maintain periodic sustainability reporting to monitor ESG performance, communicate progress and support continual improvement. The report is prepared using the GRI Standards and relevant internal sustainability, environmental, social and governance records.

GRI 2-5: External Assurance

Cleanco maintains management-system and ESG performance records supporting transparency and accountability. Its KPI framework identifies selected indicators as assured in accordance with ISO/IEC 17029:2019. Cleanco also maintains ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 management-system documentation. The sustainability report itself is not represented as independently assured unless separately verified.

GRI 2-2: Entities Included in Sustainability Reporting

This Sustainability Report covers Cleanco's relevant operations and activities within the UAE reporting boundary for the period 1 January to 31 December 2025. The reporting boundary considers activities under Cleanco's operational control and relevant value-chain relationships. Information has been compiled from available company policies, ESG initiatives, KPI records, management systems and operational documentation.

GRI 2-4: Restatements of Information

Cleanco reviews previously reported sustainability information when material changes, corrections, improved data quality or methodological updates are identified. Where restatements are required, the relevant information is revised and appropriately explained to maintain consistency and transparency. No material restatement has been identified in the information available for this 2025 Sustainability Report.

GRI 2-6: Activities, Value Chain and Other Business Relationships

Cleanco provides facility management, general cleaning, rope access, maintenance and engineering, housemaid services, residential maintenance and auto workshop services in the UAE. Its value chain includes employees, customers, suppliers, contractors, service providers and business partners. Cleanco integrates ESG requirements into procurement, operational activities, supplier assessments and service delivery.

GRI 2-7: Employees

Cleanco has a workforce of 3,982 employees supporting its facility-management and integrated-service activities. Employees perform operational, technical, administrative, supervisory and management functions across the company's service portfolio. Cleanco supports its workforce through occupational health and safety measures, training and development, healthcare coverage, fair employment practices, employee engagement and human-rights protections.

GRI 2-8: Workers Who Are Not Employees

Cleanco's operations may involve contractors, subcontractors, temporary personnel, specialist service providers and other workers who support specific operational activities. Such workers are managed through applicable contractual, operational, safety and procurement requirements. Cleanco expects relevant contractors and service providers to follow applicable legal, health and safety, environmental and responsible-business requirements.

GRI 2-9: Governance Structure and Composition

Cleanco's governance structure supports oversight of operational performance, sustainability, environmental management, occupational health and safety, human resources, procurement, risk and compliance. Management functions are assigned responsibilities for implementing policies, monitoring performance and addressing risks. ESG considerations are integrated into relevant business functions to support responsible decision-making and continual organizational improvement.

GRI 2-10: Nomination and Selection of the Highest Governance Body

Cleanco applies appropriate organizational governance and management practices when assigning senior leadership and governance responsibilities. Selection and appointment decisions consider relevant qualifications, experience, competence, leadership capability and organizational requirements. Specific nomination procedures and detailed governance-body selection criteria are not separately disclosed in the available Cleanco sustainability documentation.

GRI 2-11: Chair of the Highest Governance Body

Cleanco's senior management structure provides leadership and oversight for business performance, operational activities and sustainability priorities. The available documentation does not provide sufficient information to identify a separately designated chair of the highest governance body or disclose whether that individual holds an executive position. Cleanco will strengthen this disclosure as governance information becomes available.

GRI 2-12: Role of the Highest Governance Body

Cleanco's senior leadership provides oversight of business strategy, operational risks, compliance, sustainability and management-system performance. ESG matters are incorporated into organizational planning through environmental, social and governance initiatives, KPI monitoring and management reviews. Relevant departments provide performance information to management to support decisions concerning sustainability risks, opportunities and improvement priorities.

GRI 2-13: Delegation of Responsibility

Cleanco delegates operational responsibilities to relevant management and functional departments according to their areas of competence. Environmental, health and safety, human resources, procurement, operations, engineering and other functions contribute to ESG implementation. Assigned personnel monitor performance, maintain records, implement corrective actions and report relevant sustainability matters through established management and reporting channels.

GRI 2-15: Conflicts of Interest

Cleanco recognizes the importance of identifying and managing potential conflicts of interest in business decisions. Employees and relevant decision-makers are expected to act ethically, transparently and in the company's legitimate interests. Governance controls, ethical-business requirements and reporting mechanisms support appropriate management of potential conflicts and promote responsible decision-making.

GRI 2-17: Collective Knowledge of the Highest Governance Body

Cleanco develops organizational knowledge through management reviews, professional expertise, training, audits, ESG performance monitoring and specialist support. Sustainability-related knowledge covers environmental management, occupational health and safety, human rights, ethical conduct, operational risks and regulatory requirements. The available documentation does not provide a detailed skills matrix for the highest governance body.



GRI 2-14: Role of Highest Governance Body in Sustainability Reporting

Cleanco's sustainability reporting is supported by management oversight of ESG performance, environmental indicators, social initiatives, governance controls and sustainability KPIs. Relevant functions provide data and supporting records for reporting. Management reviews sustainability information as part of continual improvement and organizational performance monitoring. The report communicates Cleanco's sustainability approach and performance.

GRI 2-16: Communication of Critical Concerns

Cleanco provides mechanisms through which employees and relevant stakeholders can communicate operational, ethical, safety, environmental and human-rights concerns. Issues may be escalated through management, grievance, consultation and reporting channels. Critical concerns are reviewed by responsible personnel and, where appropriate, corrective or preventive actions are initiated to address identified risks.

GRI 2-18: Evaluation of Performance

Cleanco monitors organizational and management performance through KPIs, management reviews, audits, compliance assessments and operational performance indicators. Sustainability performance is evaluated through environmental, social, governance, health and safety and operational measures. Detailed individual performance-evaluation criteria for the highest governance body are not disclosed in the available source documentation.



GRI 2-19: Remuneration Policies

Cleanco maintains remuneration practices designed to support fair and appropriate compensation for employees in accordance with applicable employment requirements and organizational policies. Compensation considerations include role, responsibilities, qualifications, performance and applicable labour requirements. Cleanco's ESG framework also addresses fair wages and compensation practices as part of responsible employment and workforce management.

GRI 2-20: Process for Determining Remuneration

Cleanco determines employee remuneration through established human-resource and compensation practices considering job responsibilities, applicable labour requirements, employee qualifications, organizational structures and relevant market considerations. Periodic wage reviews support fair and compliant compensation. The available documentation does not provide detailed information on formal stakeholder involvement or voting procedures concerning remuneration determination.

GRI 2-21: Annual Total Compensation Ratio

Cleanco employs 3,982 employees and monitors the relationship between the annual compensation of the highest-paid individual and median employee compensation. In 2025, the reported leadership compensation ratio was 0.7, compared with 0.9 in 2024 and 1.2 in 2023, with a 2026 target of 0.5, supporting transparent and equitable remuneration practices.

GRI 2-22: Statement on Sustainable Development Strategy

Cleanco integrates sustainability into its business strategy through environmental protection, responsible resource use, climate action, employee wellbeing, occupational health and safety, human-rights protection, ethical conduct and responsible procurement. The company seeks to reduce environmental impacts while creating value for customers, employees, suppliers and communities. ESG integration supports long-term resilience and continual improvement.

GRI 2-23: Policy Commitments

Cleanco maintains formal commitments covering responsible employment, human rights, environmental conservation, climate action, ethical conduct, information protection, responsible procurement, workplace safety and stakeholder rights. In 2025, 100% of business activities were assessed for responsible conduct compliance, demonstrating the integration of ethical and responsible-business requirements into operations.

GRI 2-24: Embedding Policy Commitments

Cleanco embeds its policy commitments through management systems, operational procedures, employee training, supplier requirements, risk assessments, audits, monitoring and corrective actions. Environmental, social and governance responsibilities are incorporated into relevant business functions. Employees and contractors receive applicable instructions and training, while performance indicators help management monitor implementation and identify opportunities for continual improvement.

GRI 2-25: Processes to Remediate Negative Impacts

Cleanco uses grievance mechanisms, incident reporting, audits, investigations, corrective actions and management reviews to identify and address actual or potential negative impacts. Environmental incidents, workplace concerns, human-rights matters, customer complaints and operational issues can be escalated through established channels. Corrective and preventive measures are implemented according to the nature and significance of identified impacts.

GRI 2-27: Compliance with Laws and Regulations

Cleanco monitors regulatory compliance across its operations and incorporates applicable legal requirements into operational and governance controls. In 2025, the company reported 0 AML-related regulatory non-compliance cases, while 100% of relevant business units were assessed annually for AML risks.

GRI 2-29: Approach to Stakeholder Engagement

Cleanco engages customers, employees, suppliers and other stakeholders through meetings, feedback channels, consultations, surveys, grievance mechanisms and sustainability activities. The number of formal stakeholder-engagement activities increased from 3 in 2023 to 4 in 2024 and 6 in 2025, with a target of 8 activities in 2026.

GRI 2-26: Mechanisms for Seeking Advice and Raising Concerns

Cleanco provides mechanisms for employees and stakeholders to raise concerns regarding fraud, ethical conduct, workplace issues and other matters. In 2025, 100% of reported suspected-fraud cases were acknowledged within established timelines, while the number of whistleblower-procedure reports was 0. These mechanisms support transparency and non-retaliatory reporting.

GRI 2-28: Memberships of Associations

Cleanco recognizes the value of professional collaboration, industry knowledge-sharing and participation in relevant business networks. Memberships or formal associations may support access to sector information, professional practices and sustainability developments. However, specific association memberships are not identified in the Cleanco documentation available for this report and therefore are not independently stated here.



GRI 3-1: Process to Determine Material Topics

Cleanco determines material topics by considering its activities, services, environmental impacts, workforce, customers, suppliers, contractors, regulatory requirements and stakeholder expectations. The assessment considers the significance of actual and potential impacts across Cleanco's operations and value chain. Key ESG areas include climate change, energy, water, waste, health and safety, human rights, employment, ethics and responsible procurement.

GRI 3-3: Management of Material Topics

Cleanco manages material topics through policies, management systems, operational procedures, risk assessments, training, monitoring, KPIs, audits and corrective actions. Environmental topics are addressed through energy, water, waste, emissions and pollution controls, while social topics cover safety, training, human rights and employee welfare. Governance topics are managed through ethics, compliance, procurement and stakeholder-engagement controls.

MOST ENVIRONMENTAL TOPICS

- Biodiversity and Habitat Protection
- Resource Efficiency and Material Consumption
- Circular Economy Practices
- Sustainable Cleaning Products and Chemicals
- Packaging Waste Reduction
- Environmental Awareness and Employee Training
- Green Building and Sustainable Facility Practices
- Renewable Energy Adoption
- Spill Prevention and Emergency Environmental Response
- Supplier Environmental Performance

GRI 3-2: List of Material Topics

Cleanco's material topics include economic performance, responsible procurement, anti-corruption, materials, energy, water and effluents, biodiversity, GHG emissions, waste, supplier environmental assessment, employment, occupational health and safety, training and development, diversity and equal opportunity, non-discrimination, human rights, local communities, supplier social assessment, customer health and safety, and data privacy.

MOST MATERIAL SOCIAL TOPICS

- Talent Attraction and Retention
- Career Development and Performance Management
- Community Engagement and Social Investment
- Customer Satisfaction and Service Quality
- Employee Communication and Consultation
- Work-Life Balance
- Responsible Recruitment Practices
- Supplier Social Responsibility
- Emergency Preparedness and Employee Awareness
- Accessibility and Inclusive Services

MOST MATERIAL GOVERNANCE TOPICS

- Enterprise Risk Assessment
- Supply Chain Governance
- Responsible Procurement Practices
- Business Continuity and Crisis Management
- Stakeholder Engagement and Transparency
- Policy Management and Periodic Review
- Audit and Assurance Processes
- Conflict of Interest Management
- Performance Monitoring and ESG KPIs
- Compliance Training and Employee Awareness





GOVERNANCE

GRI 201-1: Direct Economic Value Generated and Distributed

Cleanco contributes to the UAE economy through its facility-management, cleaning, rope access, maintenance, engineering, housemaid, residential maintenance and auto workshop services. Economic value is generated through service revenues and distributed through employee wages, supplier payments, operating expenses, investments, government payments and other business activities. Detailed financial amounts are maintained through Cleanco's financial records.

GRI 202-1: Ratios of Standard Entry-Level Wage by Gender Compared to Local Minimum Wage

Cleanco is committed to fair and compliant remuneration practices for its workforce. Compensation is managed in accordance with applicable UAE labour requirements, employment contracts and company policies. The KPI framework includes fair-wage monitoring and reports 100% employee coverage under wage-review programmes. Detailed gender-specific entry-level wage ratios are not available in the supplied documentation.

GRI 203-1: Infrastructure Investments and Services Supported

Cleanco supports economic activity through the delivery of facility-management, cleaning, maintenance, engineering, residential and automotive services. Its operations support functioning buildings, facilities and communities through essential maintenance and support services. Investments in equipment, vehicles, technology, operational resources and service capabilities contribute to service continuity, productivity, employment and the wider UAE business ecosystem.

GRI 201-2: Financial Implications and Other Risks and Opportunities Due to Climate Change

Climate change may create financial risks and opportunities for Cleanco through changes in energy costs, fuel consumption, extreme weather, operational requirements, customer expectations and regulatory developments. Cleanco addresses these considerations through energy efficiency, GHG monitoring, sustainable procurement, fleet-efficiency measures and evaluation of renewable-energy opportunities to improve resilience and reduce long-term environmental impacts.

GRI 202-2: Proportion of Senior Management Hired from the Local Community

Cleanco recognizes the importance of developing local talent and supporting the UAE labour market. Recruitment and appointment decisions consider qualifications, competence, experience and organizational requirements. The available sustainability documentation does not provide a verified percentage of senior management recruited from the local community. Cleanco maintains relevant employee and recruitment information through its human-resources systems.



GRI 203-2: Significant Indirect Economic Impacts

Cleanco creates indirect economic impacts through employment, procurement, supplier relationships, facility services and the operation of essential support activities. Its services help customers maintain safe, functional and efficient facilities while supporting contractors and suppliers throughout the value chain. Sustainable procurement and workforce development further contribute to Cleanco's broader economic and social value.

GRI 204-1: Proportion of Spending on Local Suppliers

Cleanco's procurement activities support suppliers providing cleaning materials, maintenance products, equipment, consumables, services and other operational requirements. Local sourcing can contribute to UAE economic development, supply-chain resilience and reduced transportation impacts. Cleanco also integrates ESG considerations into procurement through supplier assessments, sustainability requirements, environmental criteria and responsible-supplier engagement.

GRI 205-3: Confirmed Incidents of Corruption and Actions Taken

Cleanco maintains mechanisms for identifying, reporting, investigating and addressing suspected corruption and unethical conduct. The 2025 KPI framework reports **zero confirmed corruption incidents** for the monitored reporting period. Where concerns arise, Cleanco applies appropriate investigation and corrective-action processes while maintaining confidentiality and protecting the integrity of its governance and compliance framework.

GRI 205-1: Operations Assessed for Risks Related to Corruption

Cleanco applies a risk-based approach to identifying and assessing corruption and fraud risks within relevant business activities. The 2025 KPI framework reports 100% annual assessment of relevant business units for AML-related risks. Cleanco also maintains governance controls, compliance monitoring and risk-management practices to identify potential unethical or corrupt activities.

GRI 205-2: Communication and Training About Anti-Corruption Policies and Procedures

Cleanco provides employees with awareness and training on fraud prevention, business ethics and anti-corruption requirements. In 2025, 100% of employees received annual fraud-awareness training, 100% received business-ethics training, and 100% of sensitive transactions were approved according to established procedures.

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GRI 206-1: Legal Actions for Anti-Competitive Behaviour, Anti-Trust and Monopoly Practices

Cleanco supports fair and ethical competition and expects employees and business partners to conduct business responsibly. The company seeks to comply with applicable competition and commercial requirements. The sustainability documentation reviewed does not identify material legal actions related to anti-competitive behaviour, anti-trust practices or monopoly activities during the reporting period.

GRI 207-2: Tax Governance, Control and Risk Management

Cleanco's tax governance is integrated within its financial-control and compliance framework. Finance and relevant management personnel are responsible for maintaining tax records, monitoring obligations, reviewing applicable requirements and addressing tax-related risks. Internal controls and documentation support accurate reporting and compliance. Material tax risks are managed through established accounting, review and management processes.

GRI 207-1: Approach to Tax

Cleanco manages its tax responsibilities in accordance with applicable UAE tax laws, regulations and reporting requirements. Tax obligations are addressed through established finance and accounting processes, appropriate documentation and management oversight. Cleanco seeks to maintain accurate tax records, meet filing requirements on time and manage taxation transparently as part of responsible corporate governance.

GRI 207-3: Stakeholder Engagement and Management of Concerns Related to Tax

Cleanco manages tax-related communications with relevant government authorities and other stakeholders through established finance, accounting and compliance channels. Tax matters are addressed professionally and in accordance with applicable UAE requirements. Any tax-related questions, notices or concerns are reviewed by responsible personnel and managed through appropriate documentation, communication, clarification and corrective-action processes where necessary.



ENVIRONMENT

GRI 301-1: Materials Used by Weight or Volume

Cleanco manages cleaning chemicals, consumables, maintenance materials, packaging and other operational materials through responsible procurement, material-efficiency and waste-minimization practices. The 2025 KPI records 486,453 kg of waste to landfill, down from 512,364 kg in 2024 and 531,467 kg in 2023. This demonstrates progress in reducing landfill disposal.

GRI 301-3: Reclaimed Products and Packaging Materials

Cleanco supports responsible handling of products and packaging at the end of their useful life. Suitable packaging materials, recyclable consumables, metal components and other recoverable materials are segregated for reuse or recycling where practical. Operational teams work with approved waste-management providers to promote recovery and reduce materials sent for final disposal.

GRI 302-2: Energy Consumption Outside the Organization

Energy consumption outside Cleanco's direct operational boundary may arise within selected upstream and downstream value-chain activities, including suppliers, contractors, transportation and outsourced services. Cleanco recognizes the importance of understanding these indirect energy impacts. Where reliable information becomes available, relevant value-chain energy data may be evaluated to strengthen overall energy and emissions management.

GRI 301-2: Recycled Input Materials Used

Cleanco promotes the use of recycled and environmentally preferable materials where technically suitable and commercially available. Recycled paper, packaging and other recovered materials may be incorporated into operational activities. Procurement teams consider environmental characteristics when selecting materials, while operational departments seek opportunities to reduce virgin-material consumption and increase the use of recycled inputs.

GRI 302-1: Energy Consumption Within the Organization

Cleanco's total energy consumption decreased to 144,653 kWh in 2025, compared with 161,552 kWh in 2024 and 169,654 kWh in 2023. The company targets 130,000 kWh for 2026. Energy-efficiency measures include equipment optimization, preventive maintenance, energy monitoring, efficient operation and employee awareness.

GRI 302-1: Renewable Energy

In 2025, renewable energy represented 0% of total energy consumption, with total renewable energy consumption of 0 kWh. Cleanco therefore continues to have an opportunity to increase renewable-energy sourcing through solar generation, renewable electricity procurement or other suitable solutions.

GRI 302-3: Energy Intensity

Cleanco monitors energy performance to understand consumption relative to operational activity. In **2025, total energy consumption was 144,653 kWh**, with a workforce of **3,982 employees**. Using employees as the activity indicator, energy intensity was approximately **36.33 kWh per employee**. Monitoring this indicator supports performance comparison and helps identify opportunities for improved energy efficiency and targeted energy-reduction initiatives.

GRI 302-5: Reductions in Energy Requirements of Products and Services

Cleanco's service activities can contribute to energy efficiency through maintenance, engineering and facility-management practices. Preventive maintenance of equipment and building systems can improve operating efficiency and reduce unnecessary energy use. Cleanco also promotes efficient equipment operation and responsible resource management when delivering services, while considering energy performance during operational planning.

GRI 303-2: Management of Water Discharge-Related Impacts

Cleanco manages wastewater according to applicable legal and environmental requirements. In 2025, 100% of wastewater was managed according to applicable requirements, maintaining the same performance level as 2023 and 2024. This supports pollution prevention and responsible management of wastewater generated through operational activities.

GRI 302-4: Reduction of Energy Consumption

Cleanco seeks to reduce energy consumption through practical operational measures, including energy-efficient lighting, equipment maintenance, optimized operating schedules, responsible HVAC use, efficient vehicle operation and employee awareness. Energy performance is monitored through relevant KPIs and management reviews. Identified opportunities are incorporated into improvement programmes to reduce unnecessary consumption and associated emissions.

GRI 303-1: Interactions with Water as a Shared Resource

Cleanco manages water consumption across facilities, cleaning activities, maintenance operations and other service activities. Total water consumption decreased from 186,472 m³ in 2023 and 179,815 m³ in 2024 to 171,293 m³ in 2025. Cleanco's 2026 target is 150,000 m³, supported by conservation and monitoring measures.

GRI 303-3: Water Withdrawal

Cleanco obtains water primarily for domestic, cleaning, facility-management, maintenance and operational requirements. Water withdrawal is monitored where metering and reliable consumption records are available. The company seeks to reduce unnecessary withdrawals through efficient cleaning practices, leak prevention, controlled water use and employee awareness. Relevant consumption data support resource-efficiency monitoring and improvement.

GRI 303-4: Water Discharge



Water discharge from Cleanco's operations is associated primarily with domestic, cleaning, maintenance and workshop activities. Cleanco manages wastewater through applicable drainage and disposal arrangements and seeks to prevent uncontrolled releases. Operational controls for chemicals, oils and other potentially harmful substances help minimize contamination risks. Discharge requirements are managed according to applicable site and regulatory conditions.

GRI 303-5: Water Consumption

Cleanco monitors water consumption across applicable operations and promotes responsible water use through conservation practices, employee awareness and operational controls. Water efficiency remains an important environmental-management consideration for cleaning and facility-management activities. In 2025, Cleanco's total water consumption was 171,293 m³, reflecting the water used across its applicable operational activities.

GRI 304-1: Operational Sites Owned, Leased or Managed in Biodiversity-Sensitive Areas

Cleanco's core activities consist primarily of facility management, cleaning, maintenance, engineering, residential services, rope access and automotive services. Based on the available information, no material Cleanco-operated site has been identified as being located within or adjacent to a biodiversity-sensitive area. Biodiversity considerations are incorporated where operational activities could potentially interact with surrounding environmental conditions.

GRI 304-2: Significant Impacts of Activities on Biodiversity

Cleanco's service-based operations generally have limited direct interaction with natural habitats. Potential environmental impacts may arise from waste, wastewater, chemical use, emissions and resource consumption associated with cleaning, maintenance and workshop activities. Cleanco manages these potential impacts through environmental controls, responsible chemical handling, waste segregation, pollution prevention and compliance with applicable environmental requirements.



GRI 304-3: Habitats Protected or Restored

The available Cleanco sustainability information does not identify specific habitats owned, managed, protected or restored by the company during the reporting period. Cleanco nevertheless supports environmental responsibility through pollution prevention, waste management, resource efficiency and responsible operational practices. Future biodiversity programmes may include habitat-support activities where relevant to Cleanco's operating locations and stakeholder priorities.

GRI 304-4: Species on the IUCN Red List and National Conservation Lists

Cleanco's available operational information does not identify significant impacts on species listed on the IUCN Red List or national conservation lists. The company's environmental management approach focuses on preventing pollution, managing waste, reducing resource consumption and controlling operational impacts. Biodiversity risks will be reviewed where future activities could interact with sensitive habitats or protected species.

GRI 305-1: Direct Scope 1 GHG Emissions

Cleanco's Scope 1 emissions arise primarily from direct fuel combustion in company-operated vehicles, equipment, generators and other fuel-consuming assets. In 2025, Cleanco reported gross Scope 1 GHG emissions of 2,191.60 tCO₂e. Emissions are monitored as part of the company's GHG-management approach. Cleanco seeks to reduce Scope 1 emissions through improved fleet efficiency, preventive maintenance, fuel-management practices, route optimization and operational efficiency.

GRI 305-2: Energy Indirect Scope 2 GHG Emissions

Cleanco's Scope 2 emissions are associated with purchased electricity consumed across applicable operational facilities and activities. In 2025, Cleanco reported 2,864.37 tCO₂e of location-based Scope 2 emissions and 2,864.37 tCO₂e of market-based Scope 2 emissions. Electricity consumption is monitored to identify energy-efficiency opportunities. Cleanco works to reduce associated emissions through efficient lighting, equipment optimization, HVAC controls, preventive maintenance and responsible energy use.

GRI 305-3: Other Indirect Scope 3 GHG Emissions

Cleanco's total Scope 3 emissions in 2025 were 29,096.91 tCO₂e, representing indirect greenhouse gas emissions associated with relevant value-chain activities. Cleanco monitors these emissions to improve data quality, identify significant emission sources and develop practical reduction measures across procurement, transportation, waste management, employee activities and service delivery.

GRI 305-3: Scope 3 Upstream Emissions

Cleanco's Scope 3 upstream emissions were 23,616.70 tCO₂e in 2025. These emissions are associated with relevant upstream activities such as purchased goods and services, transportation, waste-related activities, business travel and other applicable supply-chain sources. Cleanco seeks to strengthen supplier engagement, sustainable procurement and value-chain data management to support future emissions reductions.

GRI 305-3: Scope 3 Downstream Emissions

Cleanco's Scope 3 downstream emissions were 5,480.21 tCO₂e in 2025. These emissions relate to applicable downstream value-chain activities associated with the company's services and customer-related operations. Cleanco continues to evaluate downstream emission sources and improve data collection to identify opportunities for reducing value-chain impacts through efficient service delivery and responsible operational practices.

GRI 305-5: Reduction of GHG Emissions

Cleanco seeks to reduce greenhouse gas emissions through energy efficiency, improved fleet performance, preventive maintenance, route optimization, responsible fuel use, waste reduction and evaluation of renewable-energy opportunities. Emissions-reduction initiatives are linked to the company's broader ESG objectives. Progress is monitored through environmental KPIs and management reviews to support continual improvement in climate performance.

GRI 305-7: NO_x, SO_x and Other Significant Air Emissions

Cleanco's significant air emissions may arise primarily from fuel combustion in vehicles, generators, workshop equipment and other operational assets. The Company manages these sources through preventive maintenance, efficient equipment operation and responsible fuel management. Cleanco seeks to reduce air-pollutant emissions by improving equipment efficiency and controlling unnecessary combustion and idling. In 2025, the Air Quality Index was 18, and 100% of employees received annual training on air-pollution management.

GRI 305-4: GHG Emissions Intensity

Cleanco monitors GHG emissions intensity using its workforce as an operational denominator. In 2025, Cleanco employed 3,982 employees and reported total Scope 1, Scope 2 and Scope 3 emissions of 34,152.88 tCO₂e. Based on this denominator, total GHG emissions intensity was approximately 8.58 tCO₂e per employee. This metric supports monitoring of emissions performance and identification of opportunities for improved operational efficiency.

GRI 305-6: Emissions of Ozone-Depleting Substances

Cleanco recognizes the potential environmental impacts associated with refrigerants and other substances used in cooling and air-conditioning equipment. Maintenance activities are managed to minimize leakage and uncontrolled releases. Refrigerant servicing is undertaken through appropriate technical procedures and qualified personnel where applicable. The available sustainability documentation does not provide quantified ozone-depleting substance emissions for the reporting period.

GRI 306-1: Waste Generation and Significant Waste-Related Impacts

Cleanco generates waste through cleaning services, facility management, maintenance, engineering, residential services and auto workshop activities. Waste streams may include general waste, packaging, paper, plastics, metals, used parts, oils and other potentially hazardous materials. Significant impacts are managed through segregation, storage, recycling, authorized disposal and pollution-prevention practices.

GRI 306-2: Management of Significant Waste-Related Impacts

Cleanco manages waste through segregation, recycling, recovery, responsible disposal, employee training and material-efficiency programmes. In 2025, 100% of employees completed waste-management training. The company also recorded 1,248.7 tonnes of waste recovered, demonstrating continued improvement in resource recovery and circularity.

GRI 306-3: Waste Generated

In 2025, Cleanco generated 86.4 tonnes of hazardous waste and 1,162.3 tonnes of non-hazardous waste. Hazardous waste decreased from 95.7 tonnes in 2024 and 113.8 tonnes in 2023. Non-hazardous waste was 1,162.3 tonnes compared with 1,034 tonnes in 2024

GRI 306-4: Waste Diverted from Disposal

Cleanco recovered 1,248.7 tonnes of waste in 2025, compared with 1,135 tonnes in 2024 and 981 tonnes in 2023. The 2026 target is 1,350 tonnes. Waste recovery supports recycling, resource efficiency, landfill avoidance and the company's circular-economy objectives.

GRI 306-5: Waste Directed to Disposal

Waste that cannot reasonably be reused, recycled or recovered is directed to appropriate disposal routes through authorized waste-management arrangements. Cleanco seeks to minimize disposal through source segregation and waste-reduction practices. Hazardous and potentially contaminated waste is handled separately according to applicable requirements. Disposal quantities and methods are monitored where reliable records are available.

GRI 307-1: Non-Compliance with Environmental Laws and Regulations

Cleanco maintains environmental compliance through environmental-management controls, monitoring, training, responsible waste management and operational procedures. In 2025, 100% of operational sites had environmental-management certification coverage, and the company conducted 10 environmental services and advocacy activities.



GRI 308-1: New Suppliers Screened Using Environmental Criteria

Cleanco integrates environmental, labour and human-rights requirements into supplier contracts. In 2025, 100% of targeted supplier contracts included environmental, labour and human-rights clauses. In addition, 100% of targeted suppliers received environmental training, while 100% were covered by supply-chain environmental risk assessments.

GRI 308-2: Negative Environmental Impacts in the Supply Chain and Actions Taken

Cleanco's supplier ESG programme includes sustainability assessments, environmental audits, corrective actions and capacity building. In 2025, 100% of targeted suppliers underwent sustainability assessment, 100% were covered by CSR on-site audits, and 100% of assessed suppliers were engaged in corrective actions or capacity-building activities.



SOCIAL

GRI 401-1: New Employee Hires and Employee Turnover

Cleanco manages recruitment, workforce planning and employee turnover through its human resources processes. With a workforce of 3,982 employees, the company recruits personnel according to operational requirements, qualifications and competence. Employee turnover is monitored to understand workforce stability and identify improvement opportunities. Recruitment and retention practices support service continuity, employee development and organizational performance.

GRI 401-3: Parental Leave

Cleanco recognizes the importance of family-related leave and supports eligible employees in accessing parental leave in accordance with applicable UAE employment requirements and company policies. Employees are provided relevant information regarding eligibility, application procedures and return-to-work arrangements. Cleanco seeks to support employees in balancing professional responsibilities with family and personal commitments.

GRI 403-1: Occupational Health and Safety Management System

Cleanco maintains an occupational health and safety management approach supporting its facility-management, cleaning, rope-access, maintenance, engineering, residential and automotive operations. The company's OHS framework includes hazard identification, risk assessment, safe work procedures, training, incident reporting, emergency preparedness and continual improvement. Cleanco is certified to ISO 45001:2018 as part of its management-system framework.

GRI 401-2: Benefits Provided to Full-Time Employees

Cleanco supports employee wellbeing through employment benefits and welfare programmes. In 2025, 100% of employees were covered by health insurance, while 100% of eligible overtime hours were compensated correctly. These practices support employee welfare, fair employment conditions and compliance with applicable employment requirements.

GRI 402-1: Minimum Notice Periods

Cleanco maintains structured employee communication, workplace consultation and employment-condition processes. Health-insurance coverage was 100% in 2025, supporting employee welfare. The supplied KPI document does not provide a quantified minimum-notice period; therefore, this specific disclosure should be supplemented with the company's documented UAE employment and HR procedures in the final report.

GRI 403-2: Hazard Identification, Risk Assessment and Incident Investigation

Cleanco identifies workplace hazards through inspections, job safety assessments, risk assessments, incident reporting and operational reviews. Controls are established according to identified risks, with particular attention to cleaning chemicals, work at height, rope access, machinery, vehicles, maintenance activities and workshop operations. Incidents are investigated to identify causes and implement corrective and preventive actions.

GRI 403-3: Occupational Health Services

Cleanco supports occupational health through workplace health and safety controls, medical support where applicable, health monitoring and emergency-response arrangements. Employees receive information and resources relevant to occupational hazards associated with their duties. Occupational health considerations are incorporated into risk assessments and workplace practices to reduce exposure and protect employee wellbeing. In 2025, 100% of operational sites had employee health and safety risk assessments conducted.

GRI 403-5: Worker Training on Occupational Health and Safety

Cleanco provides HSE training to employees to strengthen hazard awareness, emergency preparedness and safe working practices. In 2025, 100% of employees completed annual HSE training. This supports competence in hazard identification, emergency response, safe work practices and occupational-risk prevention.

GRI 403-7: Prevention and Mitigation of Occupational Health and Safety Impacts

Cleanco identifies and controls occupational health and safety risks associated with its services and operations. Preventive measures include risk assessments, safe operating procedures, PPE, equipment inspections, chemical controls, work-at-height controls, vehicle safety and emergency preparedness. Contractor and supplier activities are also subject to applicable safety requirements to reduce workplace risks.

GRI 403-4: Worker Participation and Consultation

Cleanco encourages employee participation in occupational health and safety through toolbox talks, safety meetings, consultations, reporting channels and workplace feedback. Employees are encouraged to communicate hazards, unsafe conditions and improvement suggestions. Management reviews relevant feedback and uses it to strengthen controls, improve awareness and support a proactive health and safety culture.

GRI 403-6: Promotion of Worker Health

Cleanco promotes worker health through occupational safety programmes, employee awareness, healthcare-related support and preventive workplace practices. Employees receive information concerning workplace hazards and safe working methods. The company also supports healthy working conditions through appropriate protective measures, welfare arrangements and occupational-risk controls, helping reduce work-related health risks and support overall employee wellbeing.

GRI 403-8: Workers Covered by an Occupational Health and Safety Management System

Cleanco's occupational health and safety management approach applies to its employees and relevant workers operating under the company's operational control. With 3,982 employees, the system supports risk assessment, training, incident management and preventive controls across service activities. Applicable contractors and subcontractors are required to follow relevant health and safety requirements.

GRI 403-9: Work-Related Injuries

Cleanco monitors work-related injuries through incident reporting, investigation and occupational safety performance indicators. The Company's risk profile includes cleaning activities, work at height, rope access, maintenance, engineering, vehicle operations and workshop activities. Preventive controls, training, PPE, inspections and corrective actions are implemented to reduce injury risks. In 2025, Cleanco recorded 0 work-related accidents and 0 days lost due to work-related injuries, fatalities or ill health.

GRI 404-1: Average Hours of Training per Year per Employee

Cleanco invests in employee learning and competency development across its workforce of 3,982 employees. Training includes technical skills, occupational health and safety, environmental awareness, customer service, operational procedures and professional development. Training hours are monitored through HR and training records. In 2025, the average training hours were 7.2 hours per employee.

GRI 404-3: Employees Receiving Regular Performance and Career Development Reviews

Cleanco uses performance-management processes to assess employee performance, responsibilities, competencies and development needs. Performance discussions support the identification of training and career-development opportunities while promoting regular feedback between employees and supervisors. In 2025, 100% of Cleanco employees received regular performance and career development reviews, based on the reported KPI.

GRI 403-10: Work-Related Ill Health

Cleanco manages potential work-related health risks through hazard assessments, workplace controls, employee awareness, PPE and occupational health practices. Potential exposures include chemicals, dust, noise, ergonomic risks and physical demands. Reported occupational health concerns are monitored, with preventive and corrective measures implemented where required. In 2025, Cleanco recorded 0 reportable work-related ill-health incidents.

GRI 404-2: Programmes for Upgrading Employee Skills

In 2025, 100% of employees received skills-related training, increasing from 91% in 2024 and 78% in 2023. In addition, 100% of employees participated in career-development programmes, while 100% received regular performance and career-development reviews.

GRI 405-1: Diversity of Governance Bodies and Employees

Women represented 29.1% of Cleanco's total workforce in 2025, compared with 24.3% in 2024 and 19.7% in 2023. Women represented 15.6% of top management and 11.32% of the board. Minority or vulnerable-group representation reached 36.2% across the workforce and 26.33% in top management.

GRI 405-2: Ratio of Basic Salary and Remuneration of Women to Men

Cleanco reported an average unadjusted gender pay gap of 0% in 2025, maintaining zero in 2023 and 2024. The company uses equitable remuneration practices and periodic pay reviews to support fair compensation irrespective of gender.

GRI 406-1: Incidents of Discrimination and Corrective Actions

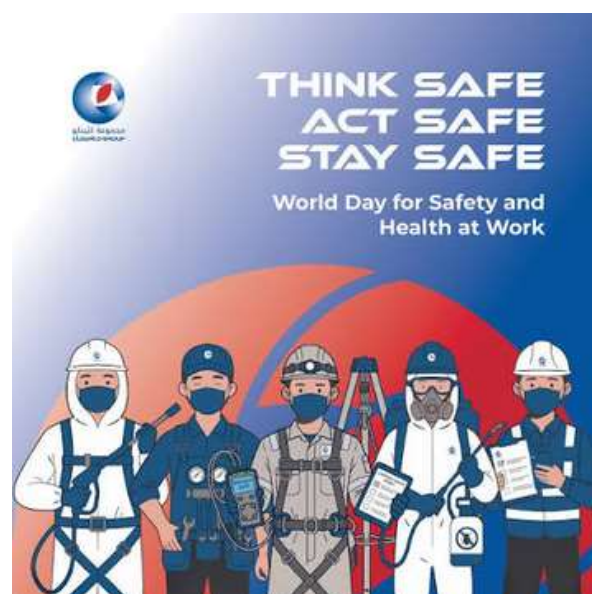
Cleanco is committed to maintaining a workplace free from discrimination, harassment and unfair treatment. Employees can raise concerns through established grievance and reporting mechanisms, with reported cases reviewed through appropriate procedures and corrective action taken where required. In 2025, Cleanco recorded 0 reported discrimination and harassment incidents and 0 corrective actions, supporting its commitment to equal opportunity, respectful workplace behaviour and fair treatment.

GRI 408-1: Operations and Suppliers at Significant Risk of Child Labour

Cleanco reported 0 child-labour, forced-labour or human-trafficking incidents in 2025. In addition, 100% of new hires completed documented age verification, demonstrating a preventive control for legal working-age requirements.

GRI 409-1: Operations and Suppliers at Significant Risk of Forced or Compulsory Labour

Cleanco maintains a zero-tolerance approach to forced labour and human trafficking. In 2025, the number of labour/human-rights incidents covering child labour, forced labour and human trafficking was 0. Human-rights due diligence and age-verification controls were maintained at 100% coverage.



GRI 410-1: Security Personnel Trained in Human Rights Policies

Cleanco's human-rights framework requires responsible conduct from personnel and relevant service providers. Human-rights risk management is integrated into the company's wider social and governance programme. The 2025 KPI framework reports 100% operational-site human-rights due-diligence coverage, supporting systematic identification of human-rights risks.

GRI 411-1: Incidents of Violations Involving Rights of Indigenous Peoples

Cleanco operates within the UAE and its available operational information does not identify activities involving indigenous peoples or areas subject to indigenous peoples' rights. The company remains committed to respecting applicable human-rights principles and avoiding adverse social impacts. No incidents involving violations of indigenous peoples' rights have been identified in the information available for this report.

GRI 412-1: Operations Subject to Human-Rights Reviews

Cleanco assessed 100% of operational sites for human-rights impacts or risks in 2025. The company also reported 0 external-stakeholder human-rights incidents. Human-rights due diligence addresses child labour, forced labour, trafficking, discrimination, fair employment and stakeholder rights.

GRI 412-2: Employee Training on Human Rights Policies

Cleanco promotes awareness of human-rights principles through employee policies, induction, training, workplace communication and responsible employment practices. Relevant subjects may include non-discrimination, fair treatment, prevention of forced and child labour, employee welfare and respectful workplace behaviour. Training records are maintained through applicable HR and learning systems to support monitoring of employee awareness.

GRI 412-3: Significant Investment Agreements Including Human-Rights Clauses

Cleanco considers responsible-business and human-rights requirements within relevant contractual and business relationships. Where significant agreements or investments require specific social or ethical provisions, appropriate clauses may be incorporated into contractual documentation. The available Cleanco sustainability information does not provide a verified percentage of significant investment agreements containing explicit human-rights clauses.

GRI 413-1: Operations with Local Community Engagement

Cleanco conducts stakeholder and environmental engagement activities to support communication and environmental awareness. In 2025, the company conducted 6 stakeholder-engagement activities and 10 environmental services and advocacy activities. Noise-related complaints were 0, supporting the company's approach to minimizing operational impacts on surrounding stakeholders.

GRI 413-2: Operations with Significant Actual or Potential Negative Impacts on Local Communities

Cleanco recognizes potential community impacts associated with noise, traffic, waste, emissions, chemical use, vehicle activities and service operations. Environmental and operational controls are implemented to minimize these risks. The available information does not identify operations with significant actual or potential negative impacts on local communities during the reporting period.

GRI 414-2: Negative Social Impacts in the Supply Chain and Actions Taken

Cleanco monitors supplier social performance through assessments, audits, codes of conduct and corrective actions. The 2025 KPI results show 100% supplier assessment coverage and 100% corrective-action/capacity-building engagement, providing a structured mechanism for identifying and addressing potential negative social impacts.

GRI 416-2: Incidents of Non-compliance Concerning Product and Service Health and Safety

Cleanco monitors service-related health and safety requirements through operational inspections, incident reporting, customer feedback and management reviews. Any identified non-compliance is investigated and addressed through corrective action. The available Cleanco sustainability information does not identify material incidents of non-compliance concerning the health and safety impacts of products or services during the reporting period..

GRI 414-1: New Suppliers Screened Using Social Criteria

Cleanco's supplier programme incorporates labour, human-rights, ethical and social requirements. In 2025, 100% of targeted suppliers signed the sustainable procurement charter or supplier code of conduct, 100% underwent sustainability assessments, 100% were covered by CSR on-site audits, and 100% participated in corrective actions or capacity building.

GRI 416-1: Assessment of Health and Safety Impacts of Product and Service Categories

Cleanco integrates customer health and safety controls into service delivery. In 2025, 100% of customer-facing operations were covered by health and safety controls, while 100% of customer-facing employees received annual training. The number of reported customer health and safety incidents was 0.



GRI 417-1: Requirements for Product and Service Information and Labelling

Cleanco provides customers with relevant information concerning its facility-management and support services through service documentation, agreements, quotations, communications and operational procedures. Where applicable, information includes service scope, requirements, responsibilities and safety considerations. Cleanco seeks to provide accurate and transparent service information consistent with contractual commitments and applicable regulatory requirements.

GRI 417-3: Marketing Communications

Cleanco aims to communicate its services accurately and responsibly through business communications, proposals, customer interactions and promotional materials. Marketing information is expected to reflect actual service capabilities and contractual commitments. The company seeks to avoid misleading claims and supports transparent communication with customers. No significant incidents concerning marketing-communication non-compliance are identified in the available information.

GRI 417-2: Incidents of Non-compliance Concerning Product and Service Information and Labelling

Cleanco seeks to maintain accurate, transparent and appropriate information concerning its services. Customer communications and service documentation are subject to operational and management controls. The available sustainability information does not identify significant incidents of non-compliance relating to service information, contractual communication or labelling requirements during the reporting period.

GRI 418-1: Substantiated Complaints Concerning Breaches of Customer Privacy

Cleanco maintains information-management and data-protection controls as part of its governance programme. The 2025 KPI reports 100% of sites assessed or internally audited on a specific business-ethics issue. A separate quantified KPI for substantiated customer-privacy complaints or confirmed data breaches was not provided in the supplied document, so no additional figure should be invented.



Sustainability Performance Data



01st January 2025 to 31st December 2025

S. No	Topic	Commitment	KPI	Unit	Measure
1	Respectful Workplace	Promote a respectful, discrimination-free workplace	Employees trained on discrimination and harassment	%	100%
2	Respectful Workplace	Prevent and address discrimination and harassment	Identified discrimination/harassment incidents or corrective actions	Count	0
3	Respectful Workplace	Maintain a workplace free from discrimination and harassment	Reported discrimination and harassment incidents	Count	0
4	Equal Opportunity	Promote equal access to employment and advancement	Employees receiving equal opportunity awareness	%	100%
5	Air Pollution	Manage and control atmospheric environmental impacts	Air Quality Index	Index	18
6	Air Pollution	Improve employee awareness of air pollution management	Employees trained on air pollution	%	100%
7	Noise Management	Reduce operational noise impacts	Noise-related complaints	Count	0
8	Sustainable Procurement	Integrate ESG requirements into supplier contracts	Targeted suppliers with environmental, labour and human-rights clauses	%	100%
9	Sustainable Procurement	Assess supplier sustainability performance	Targeted suppliers covered by sustainability assessment	%	100%
10	Sustainable Procurement	Improve supplier environmental competence	Suppliers participating in environmental training	%	100%
11	Sustainable Procurement	Identify environmental risks in the supply chain	Supply-chain environmental risk assessments completed	%	100%
12	Ethical Business	Strengthen fraud-risk identification	Business functions assessed for fraud risks	%	100%
13	Ethical Business	Improve fraud-prevention awareness	Employees receiving annual fraud-awareness training	%	100%
14	Ethical Business	Encourage timely reporting of suspected fraud	Reported cases acknowledged within established timelines	%	100%
15	Professional Development	Develop employee skills and competencies	Employees receiving skills-related training	%	100%
16	Professional Development	Support performance and career development	Employees receiving performance and career reviews	%	100%

Sustainability Performance Data



01st January 2025 to 31st December 2025

S. No	Topic	Commitment	KPI	Unit	Measure
17	Professional Development	Increase employee learning	Average training hours per employee	Hours/employee	7.2
18	Career Development	Support employee career progression	Employees participating in career development programmes	%	100%
19	Customer Health & Safety	Protect customer health and safety	Reported customer health and safety incidents	Count	0
20	Customer Health & Safety	Protect customers during service delivery	Customer-facing operations covered by H&S controls	%	100%
21	Customer Health & Safety	Strengthen customer-safety competence	Customer-facing employees trained annually	%	100%
22	Ethical Conduct	Provide safe channels for reporting concerns	Whistleblower reports	Count	0
23	Anti-Corruption	Prevent corruption and unethical conduct	Confirmed corruption incidents	Count	0
24	Business Ethics	Strengthen ethical decision-making	Employees trained on business ethics	%	100%
25	Business Ethics	Monitor ethical-business risks	Sites internally assessed/audited on business ethics	%	100%
26	Anti-Corruption	Regularly assess corruption risks	Departments assessed annually	%	100%
27	Ethical Transactions	Strengthen oversight of sensitive transactions	Sensitive transactions approved according to procedure	%	100%
28	Occupational Health & Safety	Identify and control workplace H&S risks	Operational sites with employee H&S risk assessments	%	100%
29	Occupational Health & Safety	Prevent work-related harm	Days lost to injuries, fatalities and ill health	Days	0
30	Occupational Health & Safety	Reduce workplace accidents	Work-related accidents	Count	0

Sustainability Performance Data



01st January 2025 to 31st December 2025

S. No	Topic	Commitment	KPI	Unit	Measure
31	Occupational Health & Safety	Monitor reportable safety events	Reportable incidents	Count	0
32	Labour & Human Rights	Maintain certified labour and H&S practices	Operational sites with relevant certification	%	100%
33	HSE Training	Improve employee HSE competence	Employees completing annual HSE training	%	100%
34	Water Management	Promote responsible water use	Total water consumption	m ³	171,293
35	Water Management	Manage wastewater responsibly	Wastewater managed according to applicable requirements	%	100%
36	Water Management	Increase water-conservation awareness	Employees receiving annual water-awareness training	%	100%
37	Human Rights	Promote responsible supply-chain practices	Targeted suppliers signing sustainable procurement charter/code	%	100%
38	Supplier Human Rights	Assess supplier social performance	Targeted suppliers covered by sustainability on-site audit	%	100%
39	Supplier Improvement	Drive supplier corrective action and capacity building	Assessed suppliers engaged in corrective actions/capacity building	%	100%
40	Sustainable Procurement	Build sustainable procurement competence	Buyers trained on sustainable procurement	%	100%
41	Financial Integrity	Identify and assess AML risks	Business units assessed for AML risks annually	%	100%
42	AML Compliance	Maintain AML regulatory compliance	AML-related regulatory non-compliance cases	Count	0
43	Employee Wellbeing	Provide employee health protection	Employees covered by health insurance	%	100%

Sustainability Performance Data



01st January 2025 to 31st December 2025

S. No	Topic	Commitment	KPI	Unit	Measure
44	Fair Remuneration	Maintain responsible compensation structures	Highest-paid to median employee total compensation ratio	Ratio	0.7
45	Fair Compensation	Periodically review wage structures	Employees covered by wage-review programmes	%	100%
46	Fair Compensation	Ensure proper overtime compensation	Eligible overtime hours correctly compensated	%	100%
47	Energy Management	Improve energy efficiency and reduce emissions	Total energy consumption	kWh	144,653
48	Renewable Energy	Increase renewable-energy adoption	Energy consumption from renewable sources	%	0%
49	Renewable Energy	Increase renewable-energy consumption	Total renewable energy consumption	kWh	0
50	Energy Management	Strengthen energy monitoring	Facilities with energy-monitoring systems	%	100%
51	Conflict of Interest	Strengthen due diligence of risky partners	Risky trading partners covered by due diligence	%	100%
52	Conflict of Interest	Protect confidential information	Confidentiality breaches involving conflicts of interest	Count	0
53	Fair Compensation	Benchmark employee remuneration against living-wage expectations	Direct employees covered by living-wage benchmarking	%	100%
54	Living Wage	Ensure employees meet living-wage benchmarks	Direct employees paid below living wage	%	0%
55	Living Wage	Promote fair pay across the workforce	All employees paid below living wage	%	0%
56	Living Wage	Minimize wage gaps against living-wage benchmarks	Average wage gap against living-wage benchmark	%	0%
57	Biodiversity	Protect and enhance green areas	Green landscape coverage	%	10.2%
58	Biodiversity	Identify environmental risks at operating sites	Operational sites assessed for environmental risks	%	100%

Sustainability Performance Data



01st January 2025 to 31st December 2025

S. No	Topic	Commitment	KPI	Unit	Measure
59	Biodiversity	Avoid harm to native flora and fauna	Biodiversity incidents affecting native species	Count	0
60	Information Security	Protect information and business data	Confirmed information-security incidents	Count	0
61	Information Security	Strengthen information and ethics controls	Sites with relevant ISO 27001/ISO 37001 or equivalent certification	%	100%
62	Data Protection	Prevent unauthorized access to third-party data	Unauthorized-access incidents involving third-party data	Count	0
63	Records Management	Maintain controlled records	Records managed according to retention requirements	%	100%
64	Social Dialogue	Promote employee participation and dialogue	Employee engagement/townhall/committee meetings	Count	12
65	Social Dialogue	Strengthen employee representation and engagement	Employees covered by formal engagement mechanisms	%	100%
66	Wage Consultation	Promote fair compensation through consultation	Employees covered by wage consultation mechanisms	%	100%
67	Waste Management	Minimize landfill disposal	Waste diverted from landfill	%	100%
68	Waste Management	Increase waste recovery and recycling	Total waste recovered	tonnes	1,248.7
69	Hazardous Waste	Reduce hazardous waste generation	Total hazardous waste	tonnes	86.4
70	Non-Hazardous Waste	Reduce non-hazardous waste generation	Total non-hazardous waste	tonnes	1,162.3
71	Waste Management	Reduce waste sent to landfill	Waste to landfill	kg	486,453
72	Waste Management	Improve employee waste-management competence	Employees completing waste-management training	%	100%
73	Human Rights	Prevent child labour, forced labour and trafficking	Labour/human-rights incidents	Count	0

Sustainability Performance Data



01st January 2025 to 31st December 2025

S. No	Topic	Commitment	KPI	Unit	Measure
74	Human Rights	Identify human-rights risks	Operational sites assessed for human-rights risks	%	100%
75	Responsible Employment	Verify legal working age	New hires completing documented age verification	%	100%
76	Climate Action	Monitor and reduce direct GHG emissions	Gross Scope 1 GHG emissions	tCO ₂ e	2,191.60
77	Climate Action	Reduce location-based Scope 2 emissions	Gross location-based Scope 2 GHG emissions	tCO ₂ e	2,864.37
78	Climate Action	Reduce market-based Scope 2 emissions	Gross market-based Scope 2 GHG emissions	tCO ₂ e	2,864.37
79	Climate Action	Reduce value-chain GHG emissions	Gross Scope 3 GHG emissions	tCO ₂ e	29,096.91
80	Climate Action	Reduce downstream value-chain emissions	Gross Scope 3 downstream emissions	tCO ₂ e	5,480.21
81	Climate Action	Reduce upstream value-chain emissions	Gross Scope 3 upstream emissions	tCO ₂ e	23,616.70
82	Environmental Conservation	Promote environmental services and awareness	Environmental services and advocacy activities	Count	10
83	Environmental Awareness	Improve employee environmental competence	Employees trained on environmental issues	%	100%
84	Environmental Management	Maintain environmental-management certification	Operational sites with environmental certification	%	100%
85	Sustainable Procurement	Integrate environmental criteria into purchasing	Procurement activities using environmental criteria	%	100%
86	Stakeholder Rights	Protect external stakeholder rights	External stakeholder human-rights incidents	Count	0
87	Responsible Conduct	Promote responsible external-stakeholder engagement	Business activities assessed for responsible-conduct compliance	%	100%

Sustainability Performance Data



01st January 2025 to 31st December 2025

S. No	Topic	Commitment	KPI	Unit	Measure
88	Stakeholder Engagement	Strengthen engagement with key stakeholders	Annual stakeholder engagement activities	Count	6
89	Gender Diversity	Increase women's representation	Women in total workforce	%	29.1%
90	Gender Diversity	Increase women's representation in leadership	Women in top management	%	15.6%
91	Gender Diversity	Increase women's board representation	Women on the Board	%	11.32%
92	Diversity & Inclusion	Promote representation of minority/vulnerable groups	Minority/vulnerable employees in workforce	%	36.2%
93	Diversity & Inclusion	Promote diverse leadership	Minority/vulnerable employees in top management	%	26.33%
94	Gender Pay Equity	Promote equal pay for equal work	Average unadjusted gender pay gap	%	0%
88	Stakeholder Engagement	Strengthen engagement with key stakeholders	Annual stakeholder engagement activities	Count	6
89	Gender Diversity	Increase women's representation	Women in total workforce	%	29.1%
90	Gender Diversity	Increase women's representation in leadership	Women in top management	%	15.6%
91	Gender Diversity	Increase women's board representation	Women on the Board	%	11.32%
92	Diversity & Inclusion	Promote representation of minority/vulnerable groups	Minority/vulnerable employees in workforce	%	36.2%
93	Diversity & Inclusion	Promote diverse leadership	Minority/vulnerable employees in top management	%	26.33%
94	Gender Pay Equity	Promote equal pay for equal work	Average unadjusted gender pay gap	%	0%

GRI INDEX



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Independent Assurance Statement

This CSR report has been independently verified by BMQR, a third-party assurance provider, in accordance ISO 17029:2019. The assurance engagement covered a Type 2 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 2

Web URL : www.bmqrassurance.com

Authorized Representative (Assurer)

Name : S. Elango

Designation : Associate Certified Sustainability Assurance Practitioner

Certificate No : AA1000 (ACSAP) C.N:A09122401

Signature : 

