



THE COMPASS

Guided by Responsibility

2025^{ESG} Report



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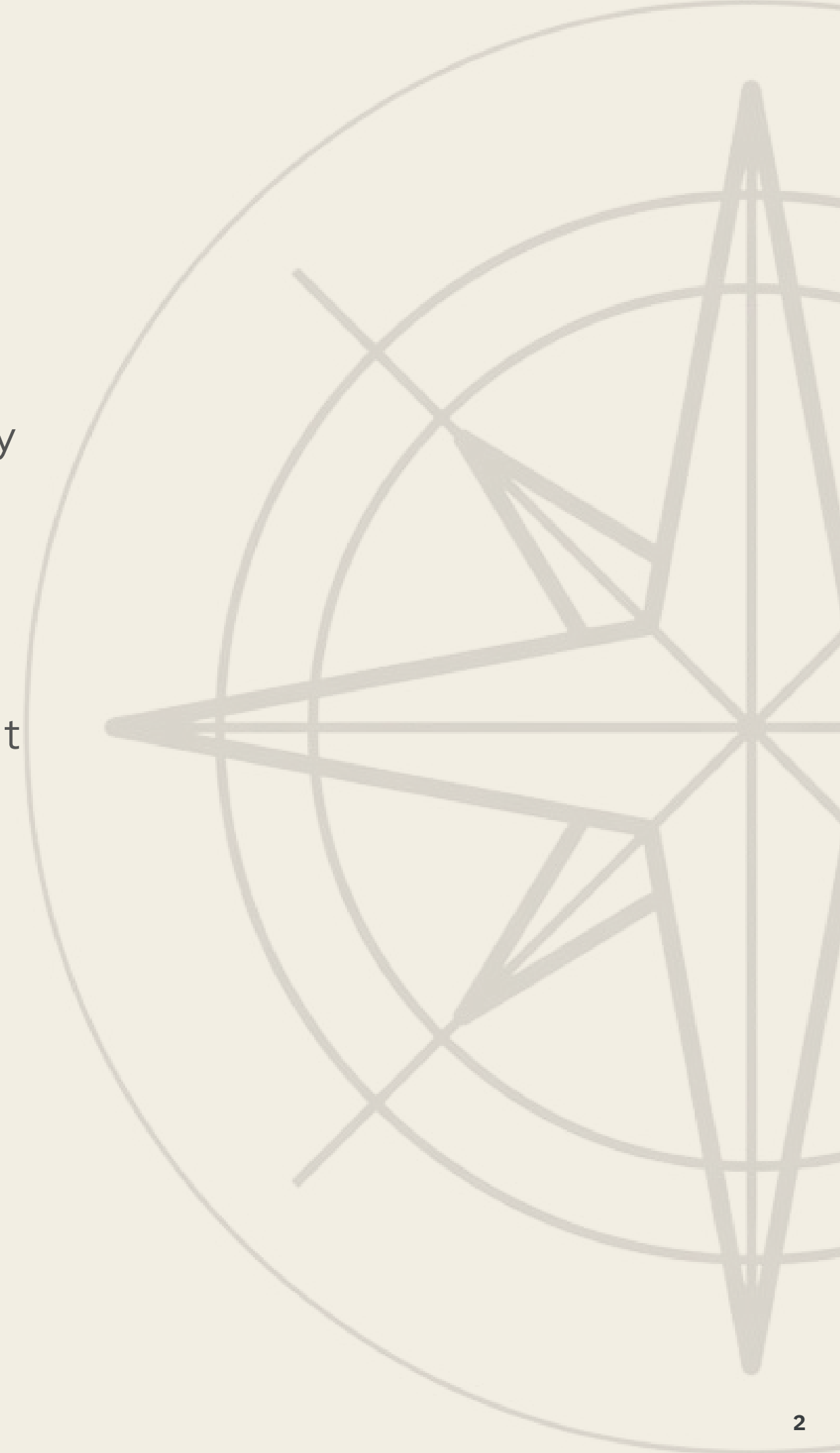
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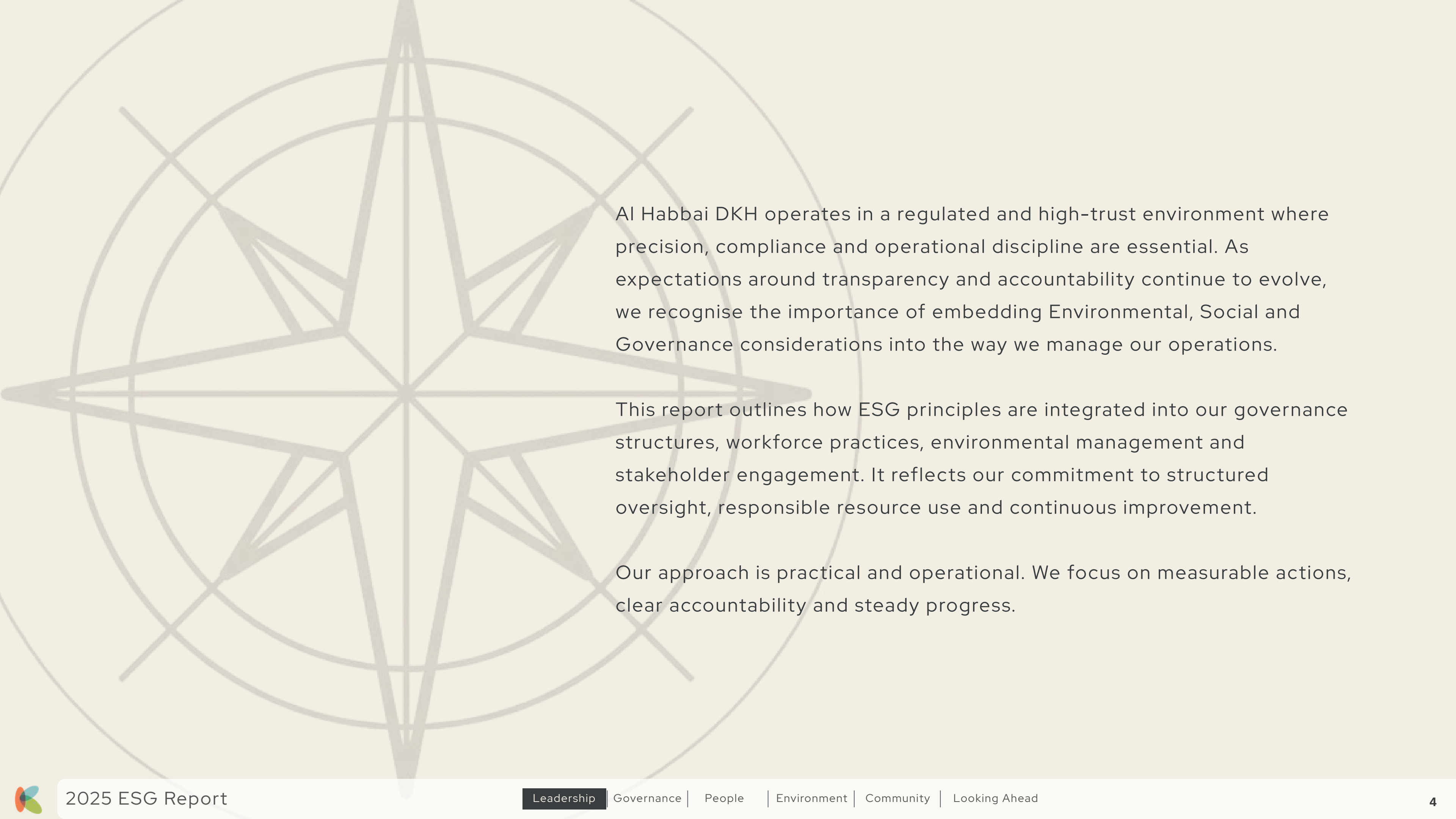
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1

SETTING THE DIRECTION





Al Habbai DKH operates in a regulated and high-trust environment where precision, compliance and operational discipline are essential. As expectations around transparency and accountability continue to evolve, we recognise the importance of embedding Environmental, Social and Governance considerations into the way we manage our operations.

This report outlines how ESG principles are integrated into our governance structures, workforce practices, environmental management and stakeholder engagement. It reflects our commitment to structured oversight, responsible resource use and continuous improvement.

Our approach is practical and operational. We focus on measurable actions, clear accountability and steady progress.

1.1 Leadership Perspective

Message from the CEO

At Al Habbai DKH, trust is the foundation of our operations. Every day, we manage regulated medical assessments that require accuracy, confidentiality and strict adherence to established standards. These same principles guide our approach to sustainability and governance.

This report marks an important step in formalising how ESG considerations are embedded into our operational framework. While we operate within a defined regulatory environment, we recognise that responsible management extends beyond compliance. It includes strengthening oversight, improving internal controls, supporting our workforce and managing our environmental footprint responsibly.

Our objective is clear: to ensure that responsible operations remain central to our long-term sustainability. We will continue to refine our processes, enhance transparency and align with evolving regulatory and stakeholder expectations.

Governance remains our True North. Through discipline, accountability and steady improvement, we aim to maintain the confidence placed in us by regulators, partners and the communities we serve.



Dr. Jipna Jaleel
CEO, Al Habbai DKH





Message from the ESG Lead

The development of this ESG framework reflects a structured effort to align operational realities with recognised governance and sustainability principles.

Our focus has been on building systems that are practical, measurable and scalable. Rather than treating ESG as a standalone initiative, we have integrated it into risk management, compliance oversight, workforce engagement and resource management.

This report establishes a baseline. It identifies areas of strength and areas for further development. It also outlines clear priorities for the year ahead, including strengthening documentation, formalising oversight mechanisms and enhancing ESG data tracking.

Sustainability, in our context, is not defined by ambition alone. It is defined by consistency, discipline and measurable progress. We remain committed to navigating this path responsibly.

Shyfer Aboo Backer

*Regional Manager & ESG Lead,
Al Habbai DKH*





1.2 About Al Habbai DKH

Al Habbai DKH is a licensed provider of visa medical assessment services operating across 4 emirates within the United Arab Emirates. The organisation supports regulatory health screening processes in accordance with applicable federal and emirate-level requirements.

Our operations are structured around accuracy, efficiency and compliance. We maintain defined procedures for clinical assessment, data management and regulatory reporting to ensure reliability and consistency in service delivery.

Our workforce comprises of qualified medical and administrative professionals operating under structured oversight and documented operational controls. The organisation maintains established policies and procedures to ensure service quality, data confidentiality and compliance with relevant standards.

As a service-oriented organisation operating within a regulated framework, governance and operational discipline form the foundation of our sustainability approach.

1.3 Why ESG Matters to Our Operations

Although Al Habbai DKH operates as a service-based organisation, ESG considerations are directly relevant to our operational model.

Governance ensures regulatory compliance, ethical conduct and effective risk management.

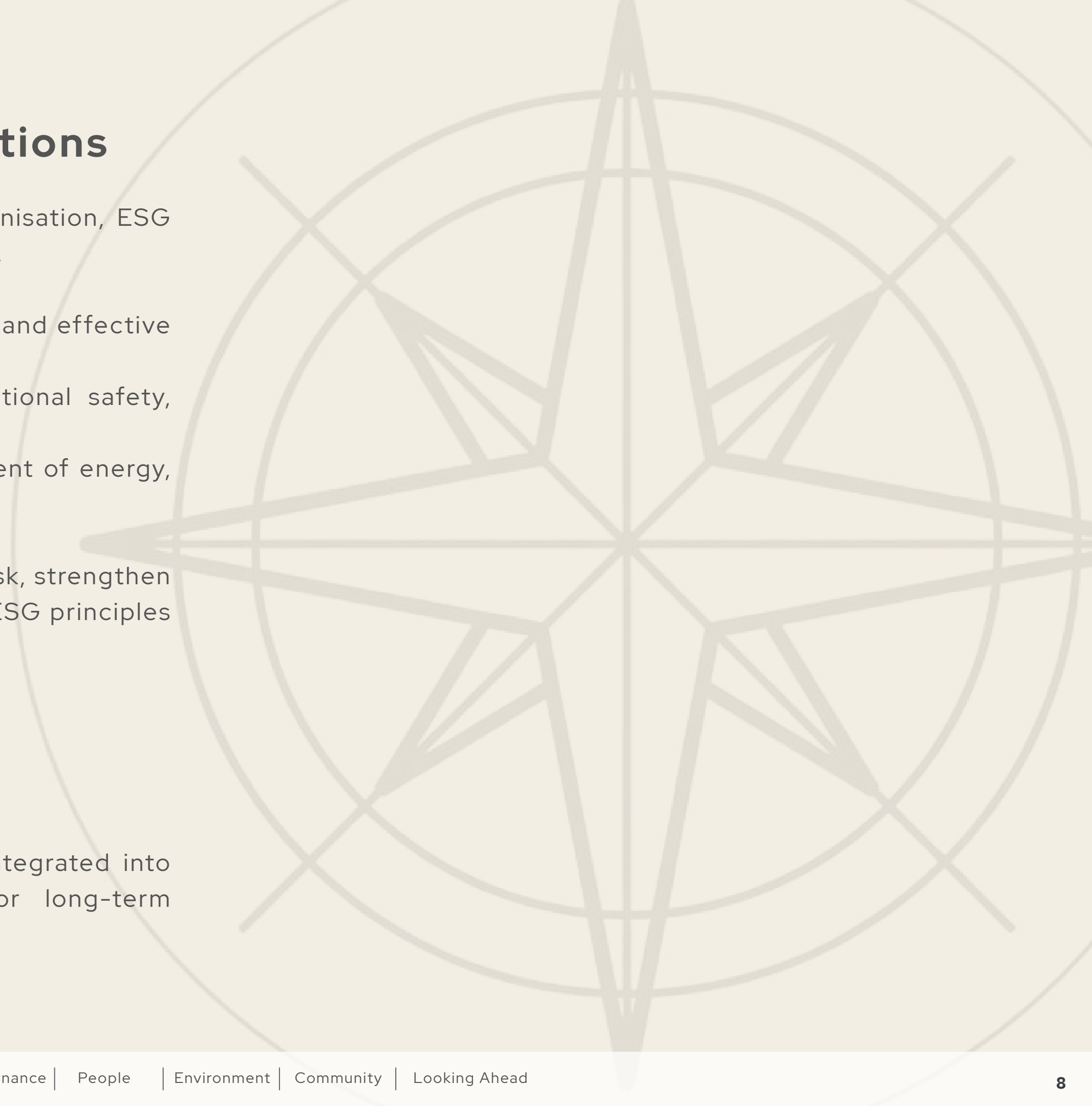
Social responsibility relates to workforce welfare, occupational safety, data confidentiality and stakeholder trust.

Environmental responsibility includes responsible management of energy, water and waste across our facilities.

In a regulated environment, responsible operations reduce risk, strengthen resilience and enhance stakeholder confidence. Integrating ESG principles into our decision-making processes allows us to:

- Improve oversight and accountability
- Strengthen internal controls
- Enhance operational efficiency
- Align with evolving regulatory expectations

ESG is therefore not separate from our operations. It is integrated into how we manage risk, allocate resources and plan for long-term sustainability.



1.4 Our Compass: ESG as a Navigation System

For us, ESG serves as a structured navigation framework guiding operational decision-making.

We refer to this approach as our Compass. Each direction represents a core pillar of responsibility:

TRUE NORTH Governance and Compliance

EAST People and Workforce

SOUTH Environmental Responsibility

WEST Service and Community Impact

This framework ensures that responsibilities are clearly defined, monitored and aligned with organisational objectives.

By structuring our ESG strategy through this Compass model, we aim to:

- Maintain clarity of oversight
- Strengthen accountability
- Track measurable progress
- Identify areas for course correction

The Compass reflects our commitment to direction, discipline and responsible growth.





TRUE NORTH

Governance & Compliance

Staying true to our north.

2.1 Governance Framework

Governance defines how decisions are made, risks are managed and accountability is maintained across Al Habbai DKH. In a regulated service environment like ours, strong oversight is essential to ensure accuracy, compliance and operational discipline.

Our approach

- Board oversight of strategic and operational matters
- Defined executive responsibility for compliance and risk
- Clear reporting lines across departments
- Documented policies and standard operating procedures

Governance responsibilities are embedded into day-to-day management and reviewed periodically to ensure alignment with regulatory requirements and organisational objectives.

2025 focus

- 1 Formalise ESG oversight within executive reporting structure
- 2 Strengthen documentation of internal control processes
- 3 Enhance tracking of ESG-related risks

2.2 Regulatory Alignment

Al Habbai DKH operates within a structured regulatory framework governing visa medical services, occupational health assessments and data management. Compliance is not optional. It is foundational.

Our approach

- Maintain adherence to applicable UAE federal and emirate-level regulations
- Align internal procedures with EHS requirements
- Monitor regulatory updates and adjust processes accordingly
- Maintain documented compliance records

2025 focus

- 1 Map regulatory obligations against ESG material topics
- 2 Conduct internal compliance gap review
- 3 Standardise documentation practices across operational sites

EHS | مؤسسة الإمارات للخدمات الصحية
Emirates Health Services

عيادة
Clinic

مركز سعادة المتعاملين
Customer Happiness Center

تطعيم
Vaccination

جمع العينات
Sample Collection

قسم الأشعة
X-Ray Department

المختبر
Laboratory

دورة مياه
Toilet

2.3 Ethics and Integrity

Ethical conduct underpins operational credibility and regulatory compliance. All employees are required to adhere to defined standards of integrity, impartiality and professional conduct.

Our approach

- Code of Conduct applicable to all employees
- Documented disciplinary and grievance procedures
- Anti-bribery, anti-corruption and conflict of interest safeguards
- Defined internal reporting channels for raising concerns

Ethics and conduct expectations are communicated during onboarding and reinforced through internal communications and management oversight.

2025 focus

- 1 Formalize annual ethics acknowledgement process for all employees
- 2 Strengthen documentation of disciplinary review procedures

2.4 Risk management & Internal Controls

Risk management supports operational continuity, regulatory compliance and service reliability. Risks are identified, assessed and monitored through structured internal processes.

Our approach

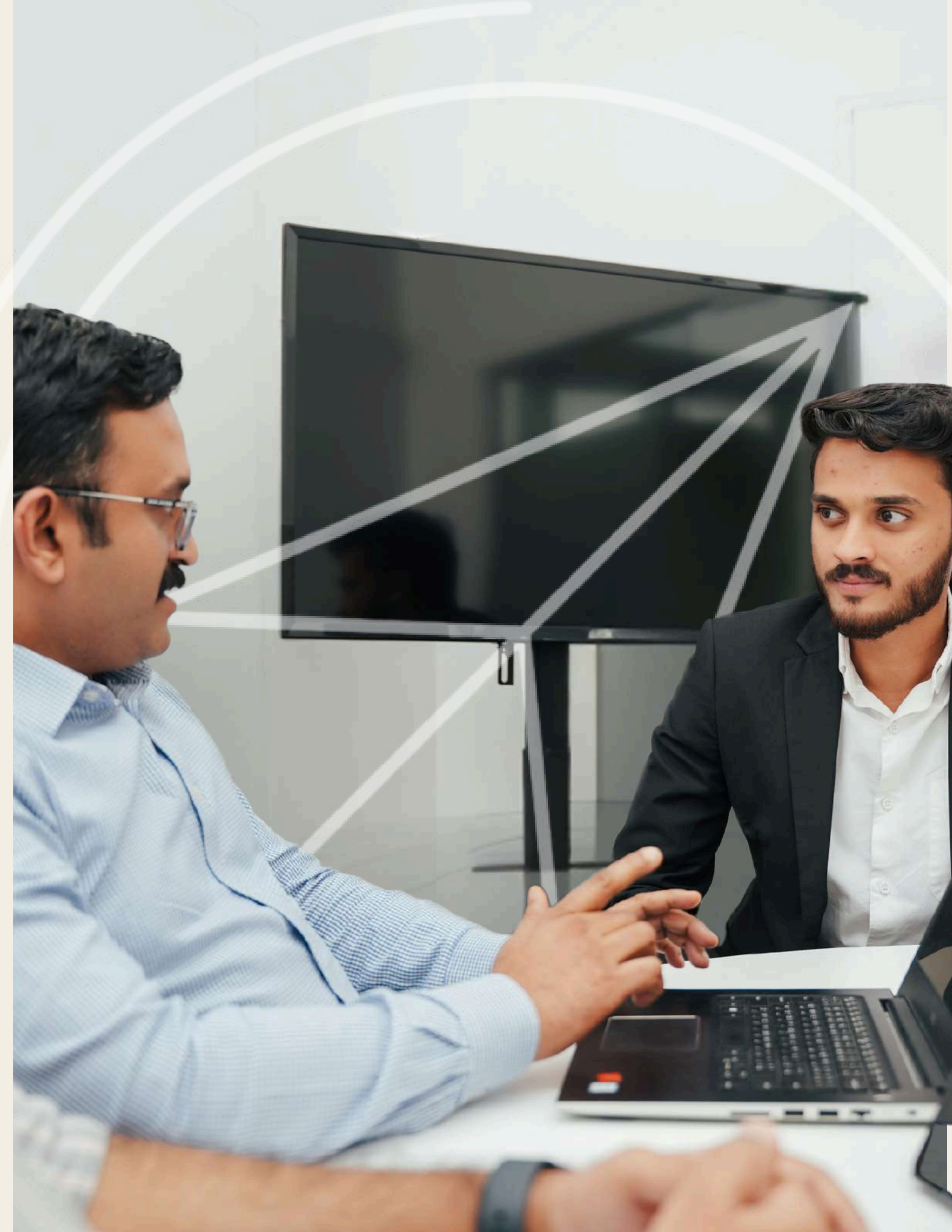
- Identify operational, regulatory and data-related risks
- Maintain internal risk register
- Assign risk ownership at department level
- Conduct periodic internal compliance reviews

Key risk focus areas include:

- Data protection and confidentiality
- Operational accuracy
- Regulatory compliance risks

2025 focus

- 1 Integrate ESG-related risks into internal risk register
- 2 Enhance documentation of mitigation controls
- 3 Formalise escalation and incident reporting procedures



2.5 Data governance & Information Security

Accurate handling of sensitive personal and medical information is fundamental to regulatory compliance and operational integrity. Data governance controls are embedded within daily operations.

Our approach

- Role-based access controls for critical systems
- Documented data handling, retention and disposal procedures
- Restricted information sharing protocols and approval workflows
- Secure digital record management with controlled administrative privileges

Internal controls are designed to prevent unauthorised access, minimise data loss risks, and ensure traceability of information handling activities.

2025 focus

- 1 Review and strengthen user access controls
- 2 Formalise periodic internal data protection reviews
- 3 Expand cybersecurity and privacy awareness training

2.6 Transparency & Reporting

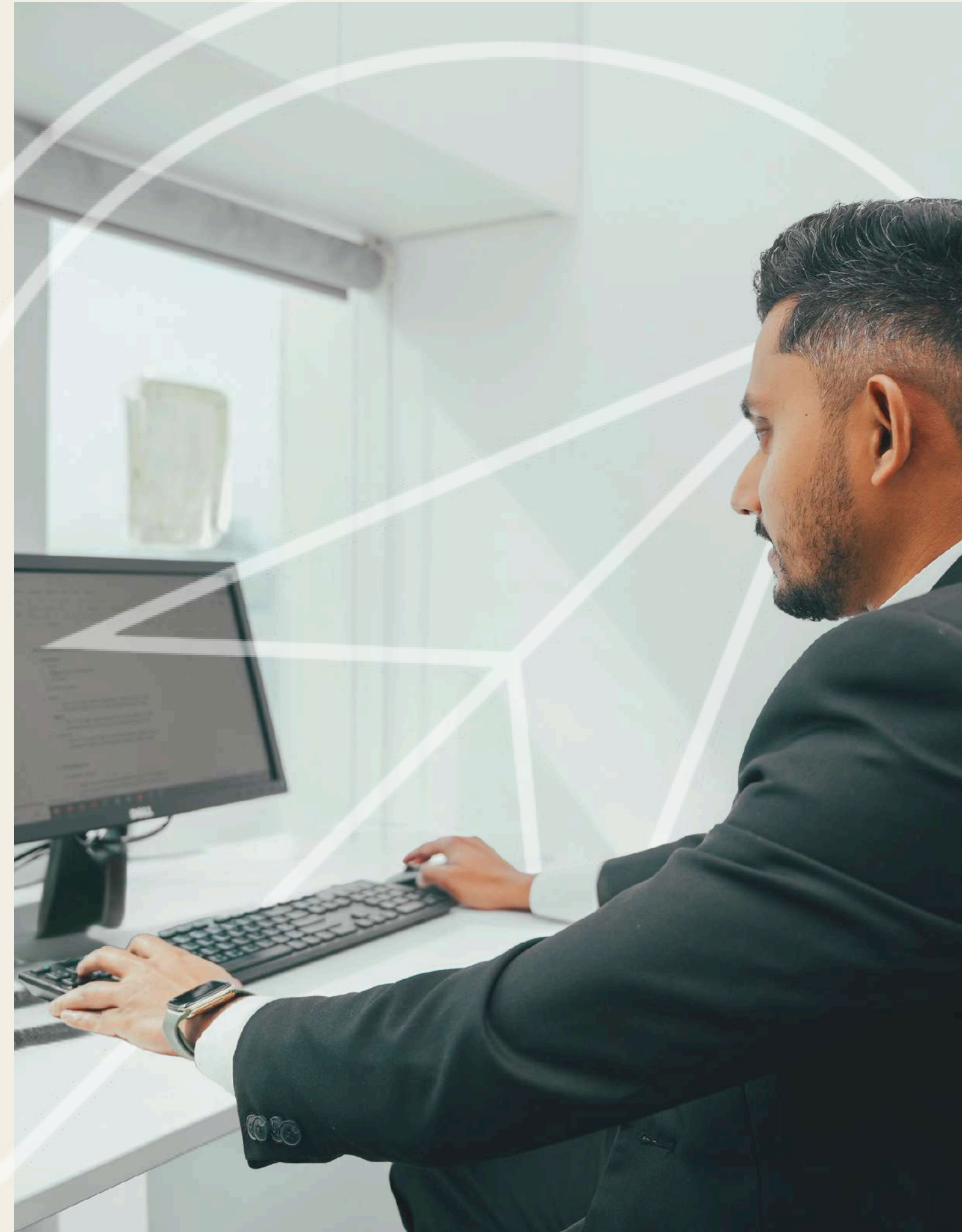
Transparent reporting supports accountability, regulatory compliance, and informed decision-making.

Our approach

- Maintain documented operational and compliance records
- Provide timely reporting to relevant regulatory authorities
- Track selected ESG metrics to support internal monitoring
- Communicate material developments through appropriate channels

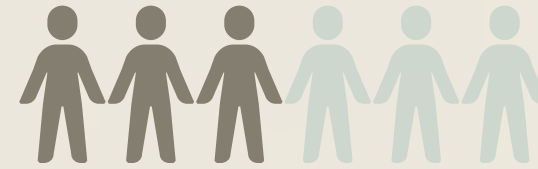
2025 focus

- 1 Establish structured annual ESG performance review process
- 2 Improve internal consolidation and validation of ESG data
- 3 Enhance clarity and consistency of public ESG disclosures



2.7 Governance Snapshot

Governance Framework



3

Board Members

3

Senior Management

0

Substantiated
Data Privacy
Breaches

0

Ethics
Violations

Policies & Internal Controls

6

Governance Policies
Implemented

- ESG Governance & Reporting Policy
- Code of Conduct & Anti-Corruption Policy
- Whistleblower & Grievance Policy
- Data Privacy & Information Security Policy
- Supplier Code of Conduct
- Health, Safety & Wellbeing Policy

100%

Role-based system
access



EAST

Empowering Our People



Strengthening the Human Compass.





Our workforce is central to operational accuracy, regulatory compliance and service reliability. In a regulated service environment, consistency and professionalism depend on clear expectations, defined processes and continuous capability development.

We approach workforce management through structured oversight, defined performance standards and measurable development initiatives.



3.1 Workforce Overview

Al Habbai DKH’s workforce comprises administrative, registration, and screening personnel supporting high-volume visa medical operations. Workforce planning is aligned to demand fluctuations to ensure service continuity, regulatory compliance, and internal control effectiveness.

Workforce composition is monitored to balance operational capacity, governance oversight, and long-term capability development.

Our approach

- Maintain documented job descriptions and role accountability
- Align staffing levels to operational demand forecasting
- Monitor workforce composition by gender, age, and tenure
- Review workforce metrics at management level

2025 focus

- 1 Strengthen workforce data tracking
- 2 Enhance role-based competency mapping
- 3 Enhance tracking of ESG-related risks



3.2 Training & Professional Development

Training at Al Habbai DKH is structured to support regulatory compliance, ethical conduct, data protection, operational safety, and ESG integration. The 2025 programme was designed to mitigate operational and reputational risks while strengthening leadership oversight.

All mandatory modules are delivered through a structured Learning Management System (LMS), with completion monitored at management level to ensure full coverage and timely renewals.

Our approach

- Structured onboarding for all new employees
- Mandatory compliance and governance training
- Periodic refresher modules to maintain regulatory alignment
- Role-based training aligned to operational responsibilities
- Leadership-level ESG capability development

Looking Ahead

- 1 Expand ESG-related modules to strengthen operational integration
- 2 Introduce structured role-based competency mapping
- 3 Formalise periodic refresher training cycles across departments

2025 Performance Snapshot

163 Total training hours delivered

2.5 Average training hours per employee

100% completion of mandatory compliance modules
of senior management completed advanced ESG training

2025 Training Portfolio

Mandatory Modules (All Employees)

- 1 Code of Conduct & Anti-Corruption
- 2 Whistleblowing & Ethical Reporting
- 3 Data Privacy & Cybersecurity in Healthcare
- 4 Workplace Safety & Environmental Responsibility
- 5 Introduction to ESG & Sustainability in Healthcare

Leadership-Level Modules (Senior Mgmt. Only)

- 6 Embedding ESG in Business Operations
- 7 Responsible Sourcing & Supplier Ethics
- 8 Social Impact through Corporate Action



3.3 Health, Safety & Workplace Standards

Maintaining a safe and compliant workplace supports operational continuity, employee wellbeing, and regulatory adherence.

Our approach

- Documented occupational health and safety procedures
- Compliance with applicable workplace and regulatory requirements
- Periodic safety briefings and awareness communications
- Defined incident reporting and review processes

Health and safety responsibilities are assigned at departmental level, with management oversight of reported incidents and corrective actions.

2025 focus

- 1 Formalise periodic health and safety documentation reviews
- 2 Introduce structured internal safety review process

3.4 Diversity & Equal Opportunity

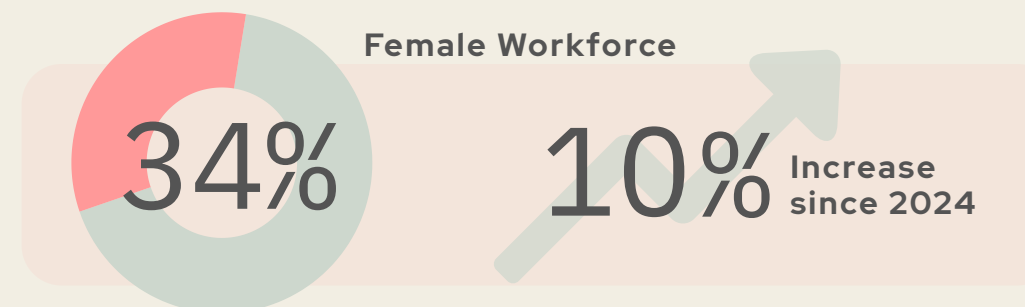
Al Habbai DKH employs a multicultural workforce comprising employees from multiple national backgrounds, recruited based on role requirements, skills, and experience.

Our approach

- Equal opportunity employment practices
- Non-discriminatory hiring processes
- Defined grievance procedures
- Merit-based performance evaluation

2025 focus

- 1 Formalise diversity data reporting
- 2 Strengthen documentation of equal opportunity procedures



*Data reflects internal records for calendar year 2025. Metrics will be refined as ESG data collection processes mature.



3.5 Employee Engagement & Retention

Employee engagement contributes to service consistency, quality and retention.

Our approach

- Structured onboarding and induction
- Defined performance review processes
- Periodic internal communication
- Recognition of performance and compliance adherence

Looking Ahead

- 1 Conduct structured employee feedback survey
- 2 Introduce formalised employee engagement tracking
- 3 Strengthen career progression documentation

3.23 Avg. Tenure
years

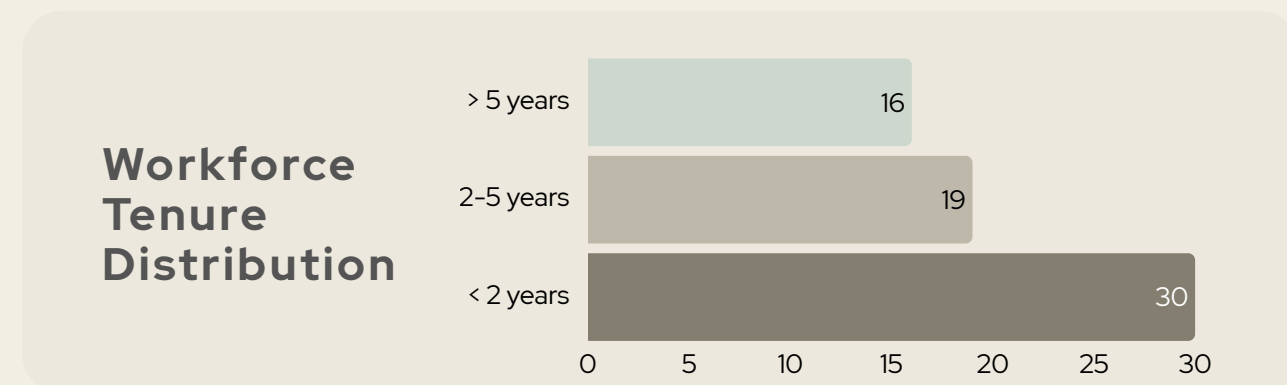
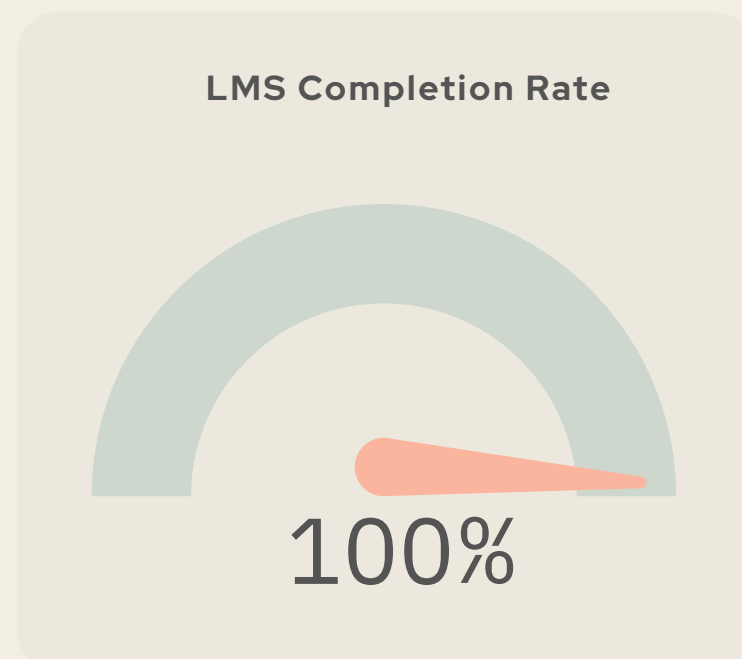
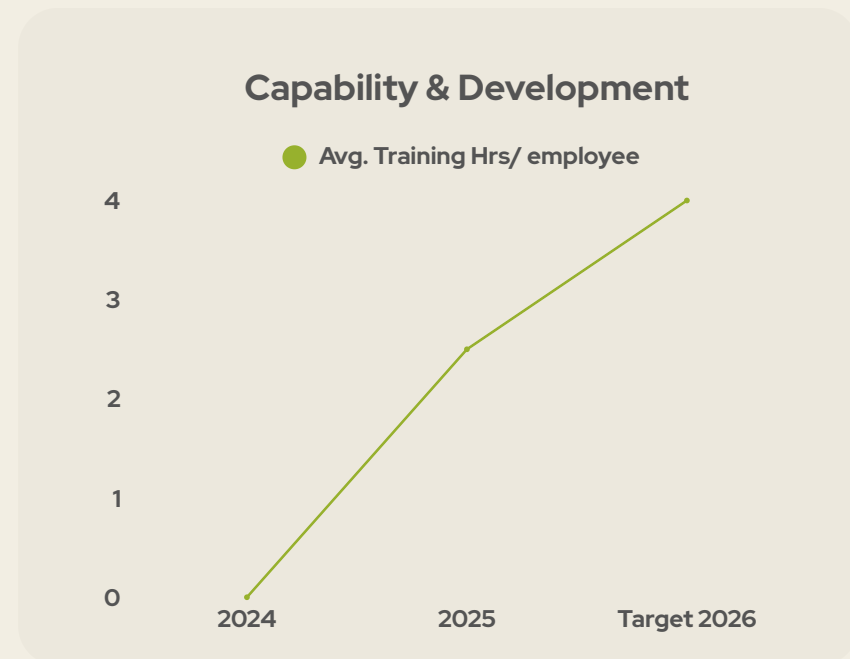
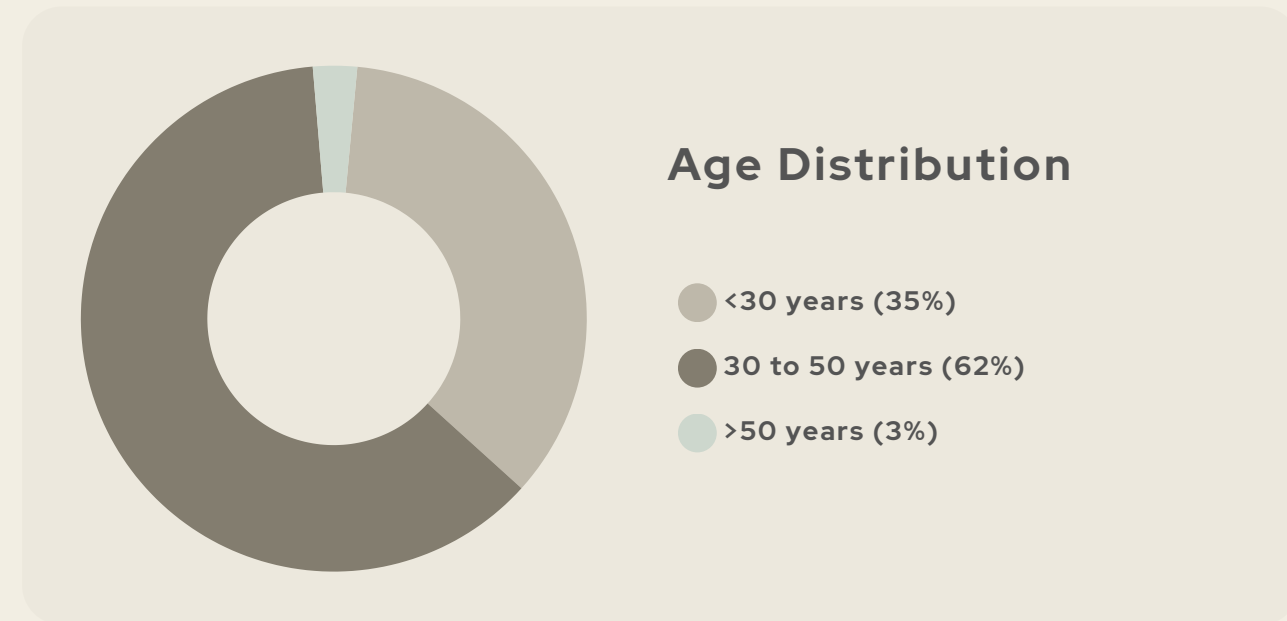
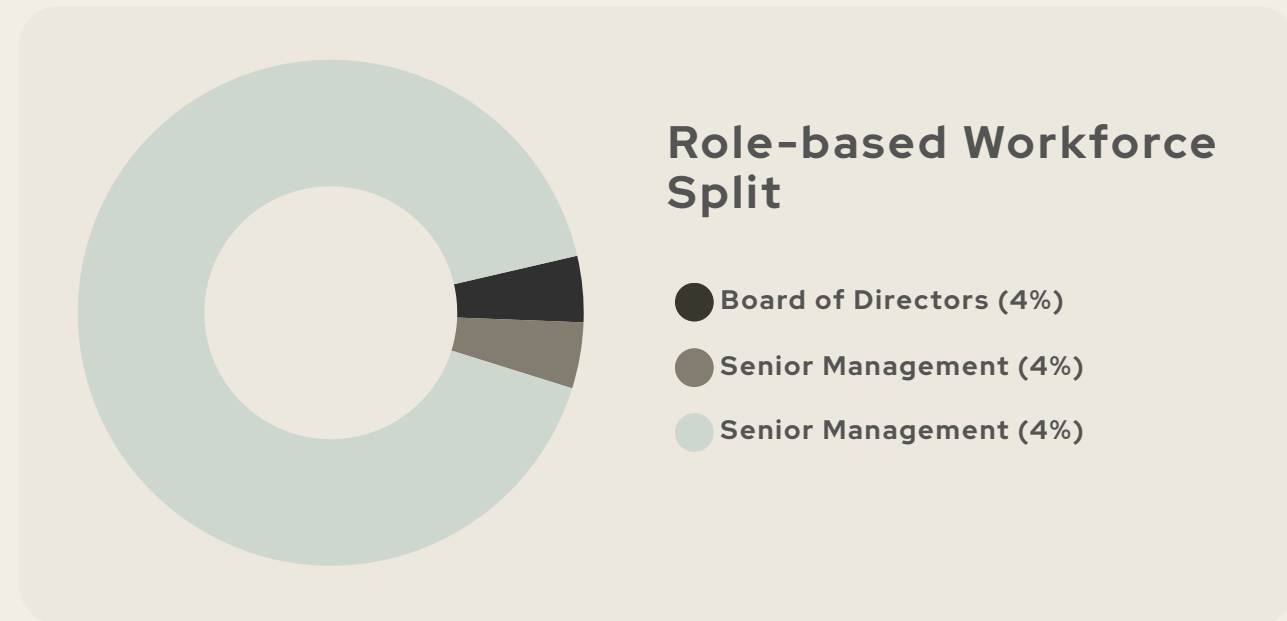
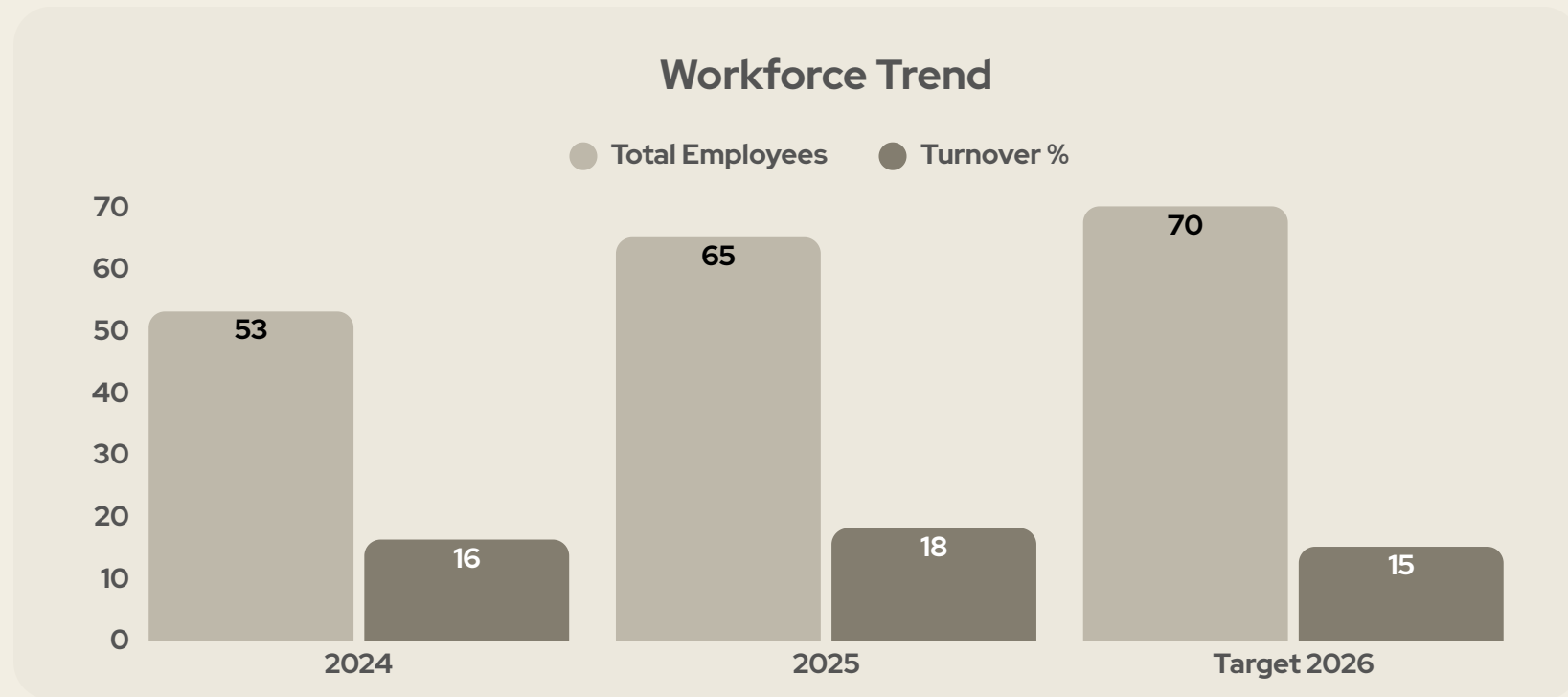


By investing in structured training, safety oversight and fair employment practices, Al Habbai DKH strengthens the human systems that support operational accuracy and regulatory compliance. Empowering our people ensures that responsible operations remain consistent and sustainable.

*Turnover rate calculated as total resignations divided by average headcount during the reporting period.



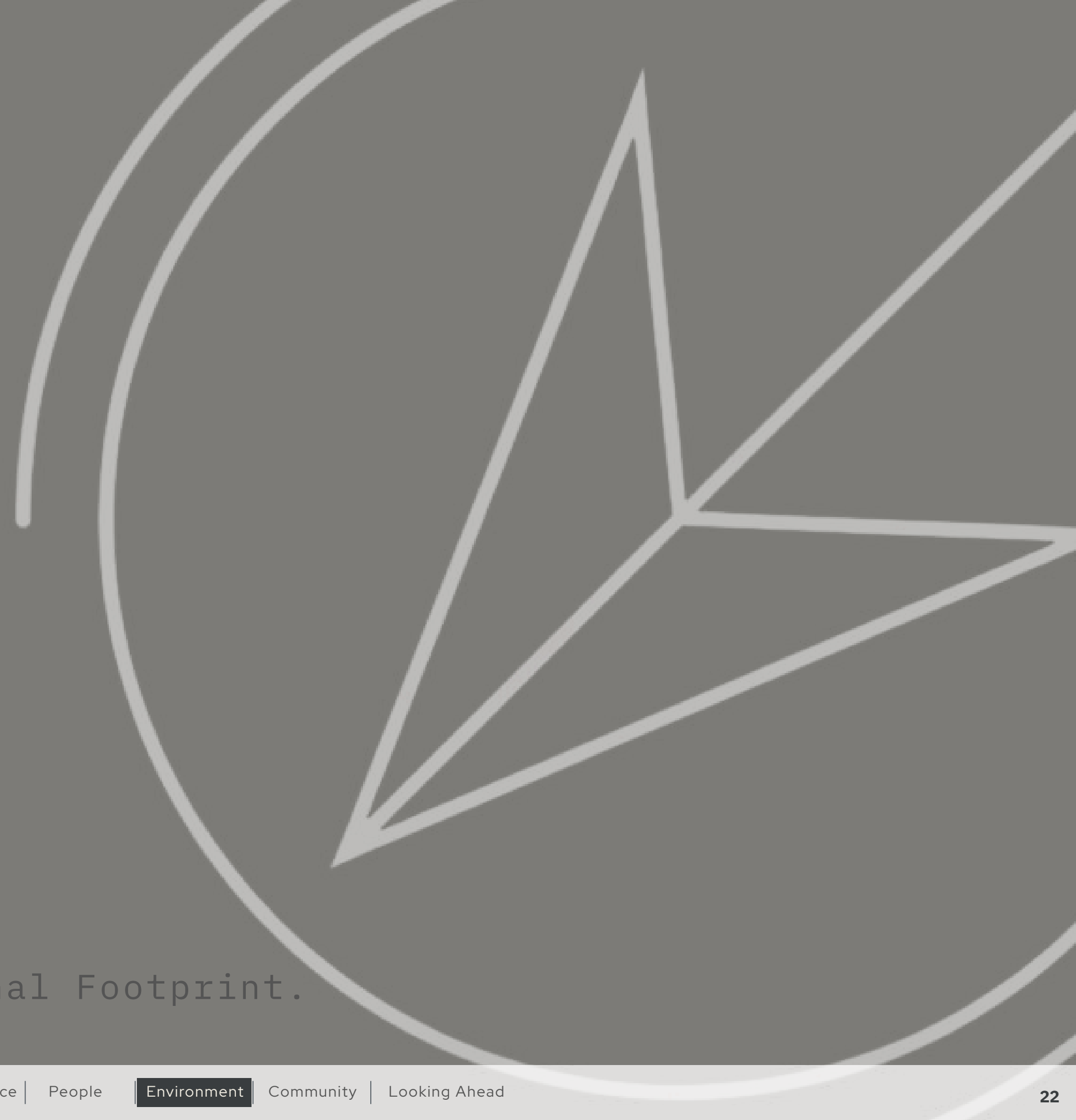
3.6 People Snapshot





SOUTH

Environmental
Responsibility



Reducing Our Operational Footprint.



Al Habbai DKH operates as a service-based organisation. While our environmental impact is limited compared to industrial sectors, responsible resource management remains a priority.

Our approach focuses on energy use, water consumption, waste management and operational efficiency within our facilities.

Environmental responsibility is managed through internal controls, monitoring and continuous improvement.



4.1 Energy Management

Energy use represents the primary environmental impact of our operations, driven by facility lighting, medical equipment, IT systems and climate control.

Our approach

- Monitor electricity consumption at facility level
- Maintain energy-efficient lighting where feasible
- Ensure equipment maintenance to optimise performance
- Promote energy-conscious behaviour among staff

2025 focus

- 1 Establish formal monthly tracking dashboard
- 2 Assess feasibility of LED retrofiting
- 3 Identify energy reduction target baseline

4.2 Water Management

Water consumption is linked to medical screening processes and facility operations. Water usage is reviewed against operational activity levels to identify abnormal consumption patterns and support early detection of inefficiencies or leakages.

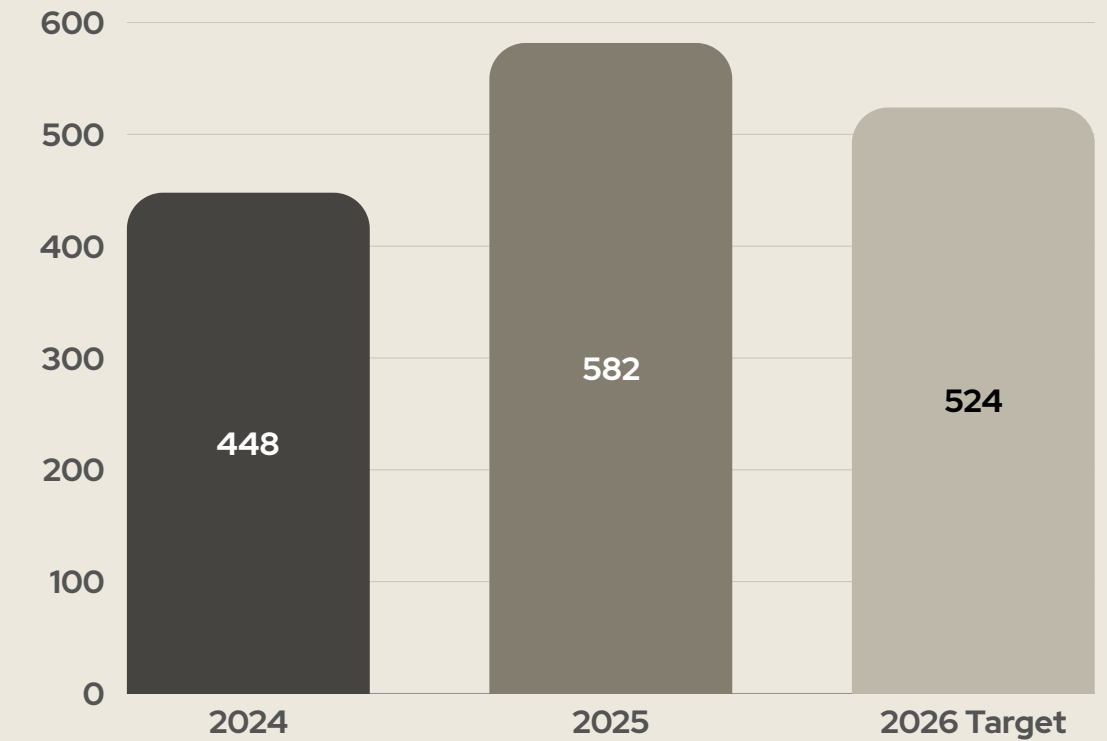
Our approach

- Monitor monthly water usage
- Promote responsible water use practices
- Maintain plumbing and fixtures to reduce leakage

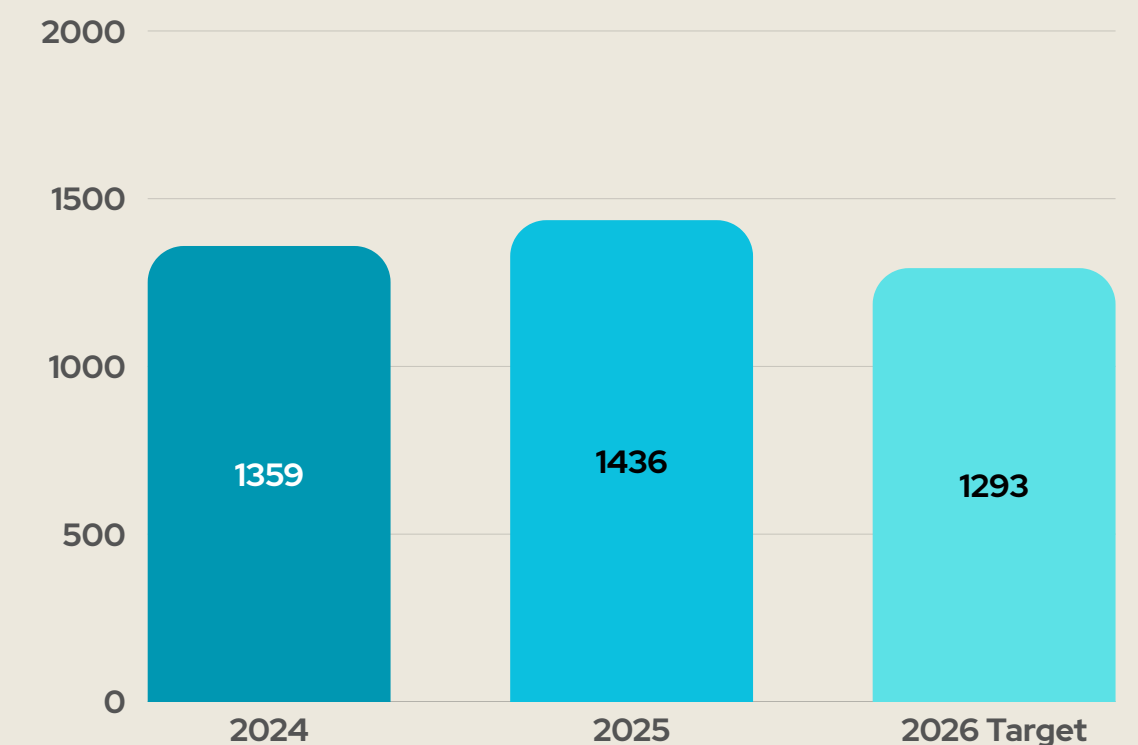
2025 focus

- 1 Implement water usage benchmarking
- 2 Assess efficiency improvements in high-usage areas

Electricity Consumption (MWh)



Water Withdrawal (m3)



4.3 Waste Management

Regulated medical waste is segregated at source and disposed of through licensed providers. Broader waste segregation improvements are planned as part of the 2026 waste management roadmap.

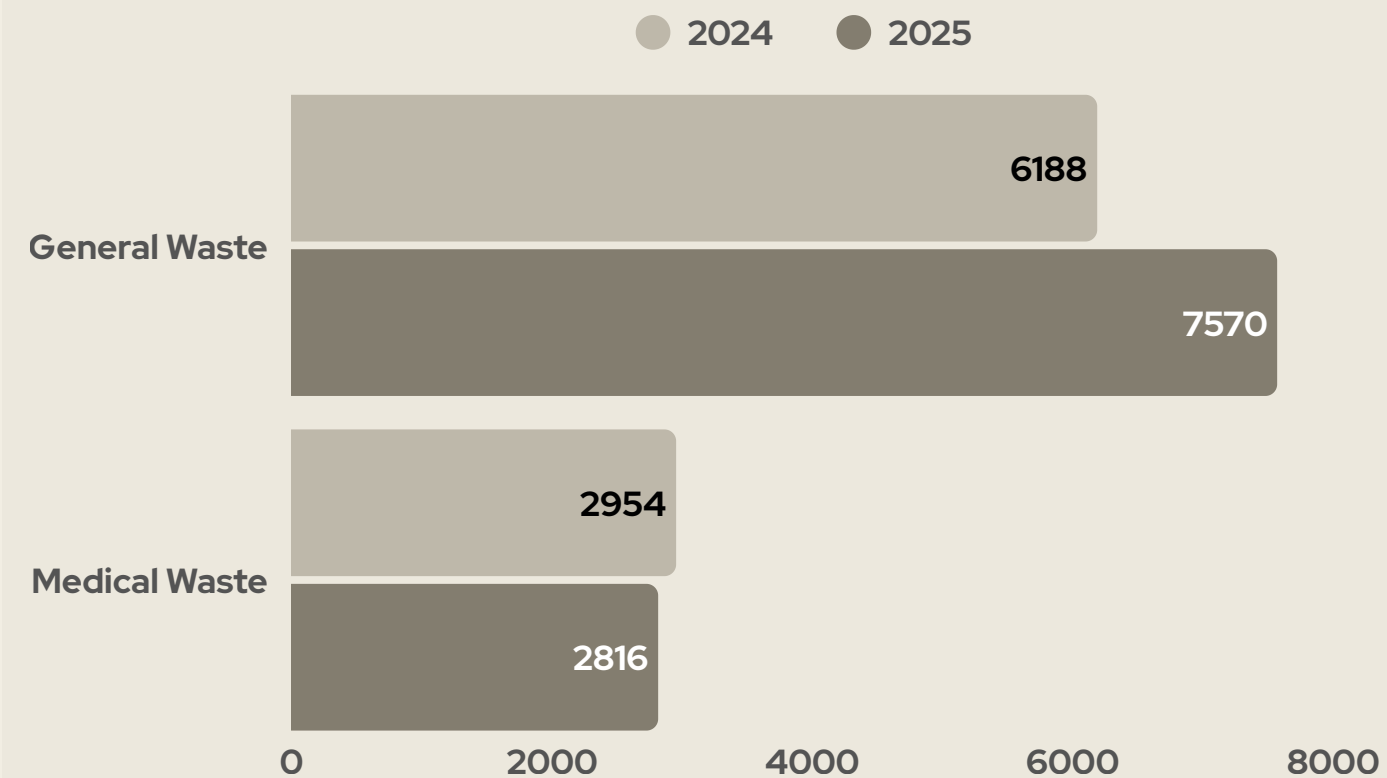
Our approach

- Segregate medical waste in accordance with regulatory requirements
- Dispose of clinical waste through licensed service providers
- Encourage paper reduction through digital documentation where feasible

Looking ahead

- 1 Strengthen internal waste segregation practices
- 2 Track non-medical waste volumes more accurately
- 3 Develop waste segregation and reduction SOP

Waste Generated (kg)



2025 **10g** /client ↓

Medical Waste Intensity

2024 **13g** /client



4.4 Materials & Resource Use

Resource use includes paper, printing supplies and consumables required for operational processes.

Our approach

- Transition selected forms to digital format
- Monitor procurement practices
- Avoid unnecessary duplication of documentation

2025 focus

- 1 Expand digital workflow implementation
- 2 Track procurement categories linked to environmental impact
- 3 Implement 100% digital documentation

100% **Digital Documentation Process Flow**

In the latter half of 2024, Al Habbai DKH introduced a paperless client handling workflow, improving operational efficiency while reducing paper consumption.

4.5 Environmental Governance & Compliance

Environmental compliance ensures that regulated waste and facility operations meet applicable standards.

Our approach

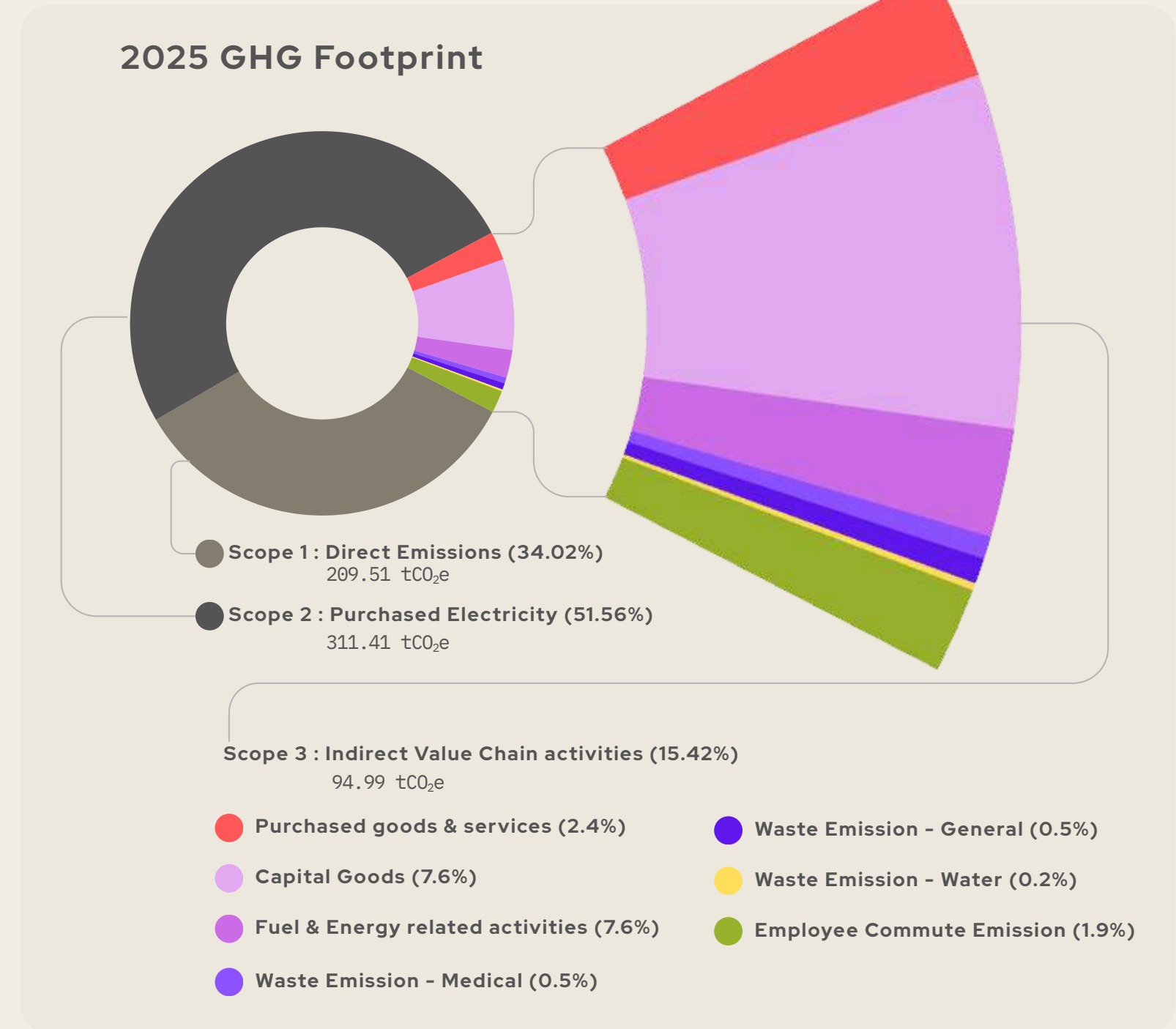
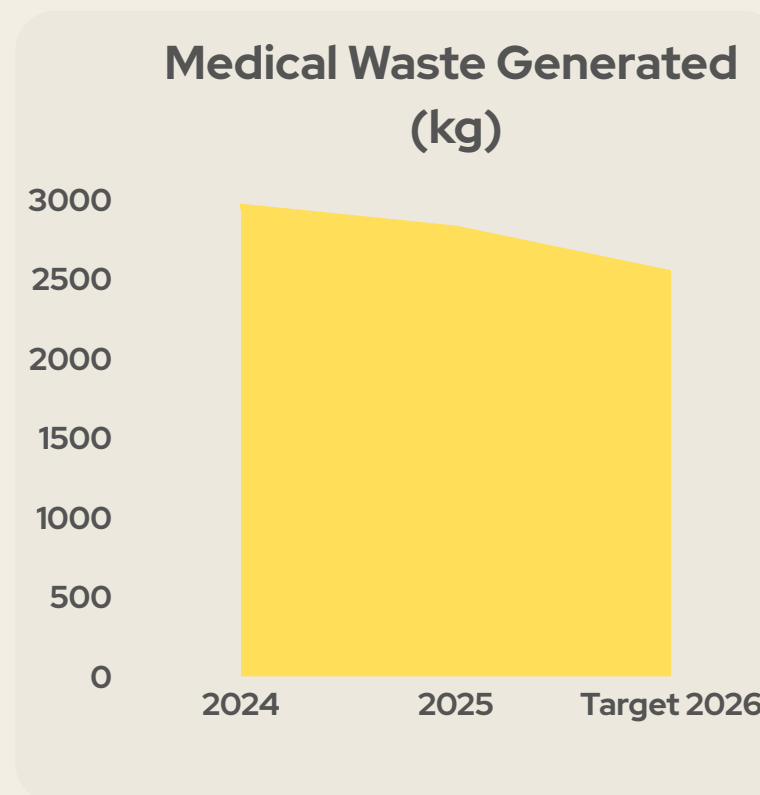
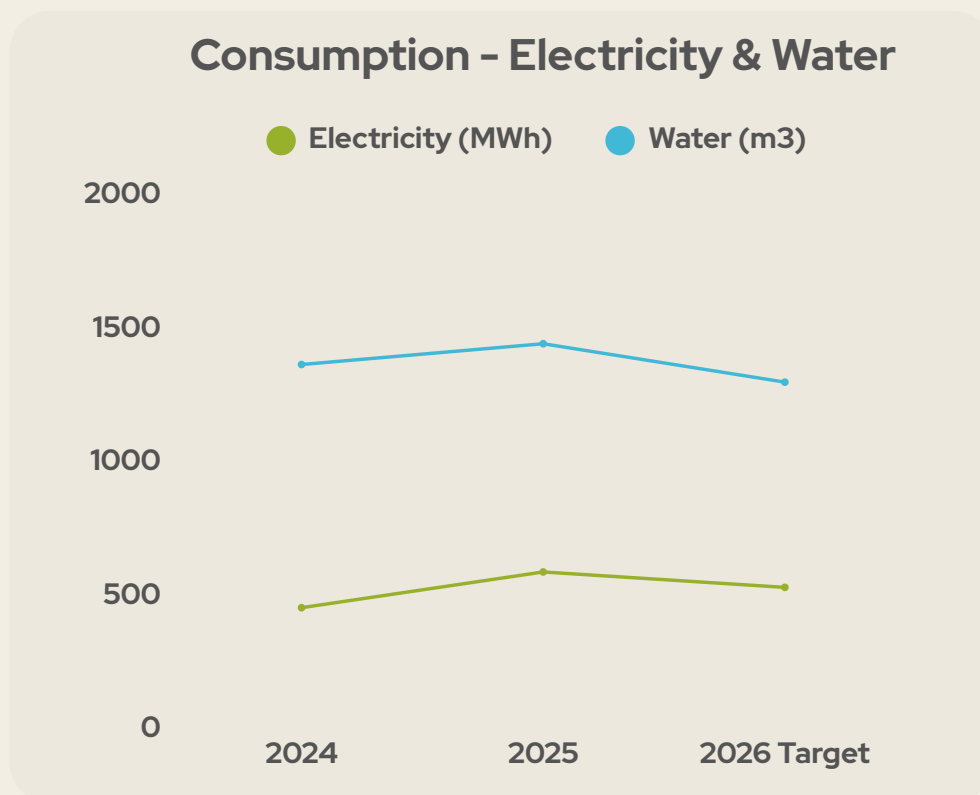
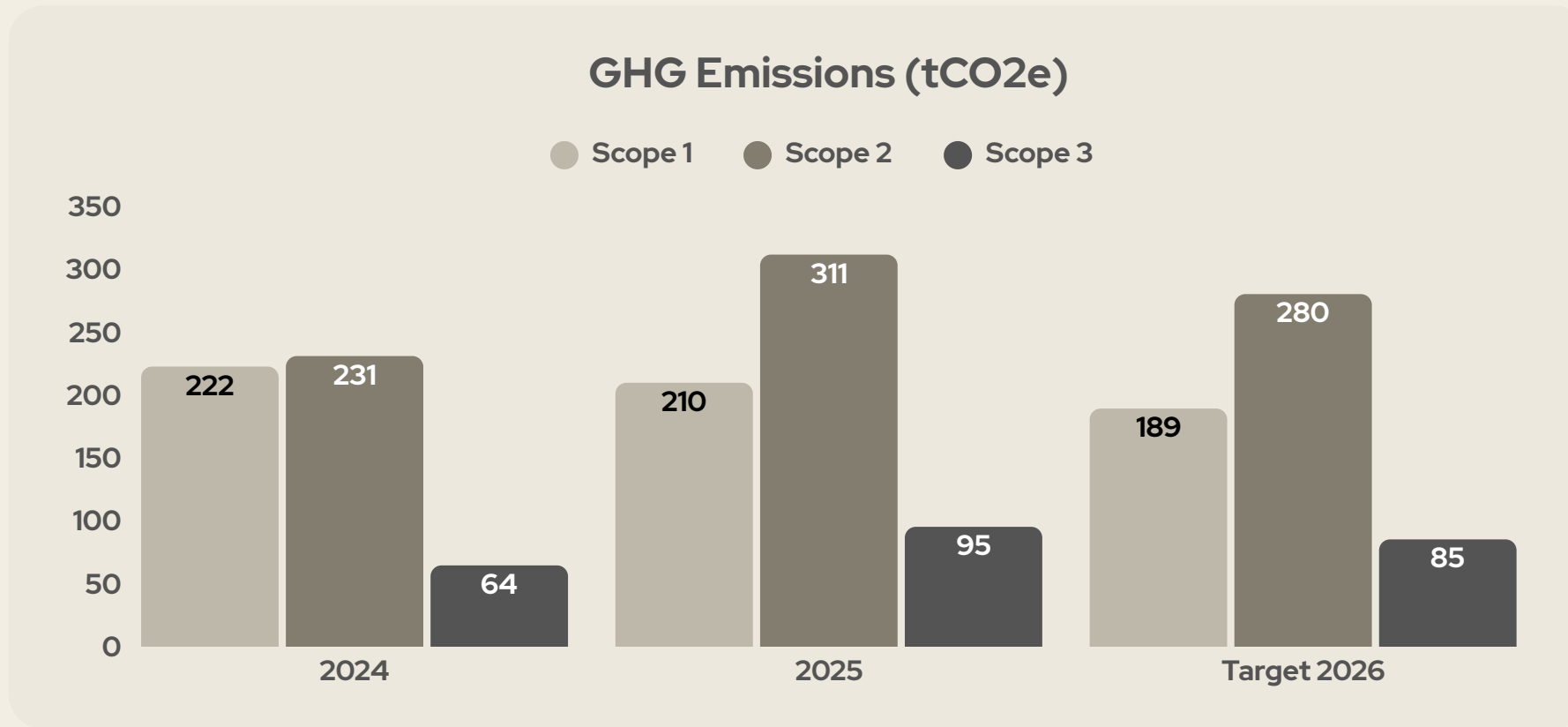
- Comply with applicable municipal and health authority regulations
- Maintain records of waste disposal certificates
- Conduct periodic facility checks

Looking Ahead

- 1 Formalise environmental performance review process
- 2 Consolidate environmental data reporting within ESG framework



4.6 Environmental Snapshot

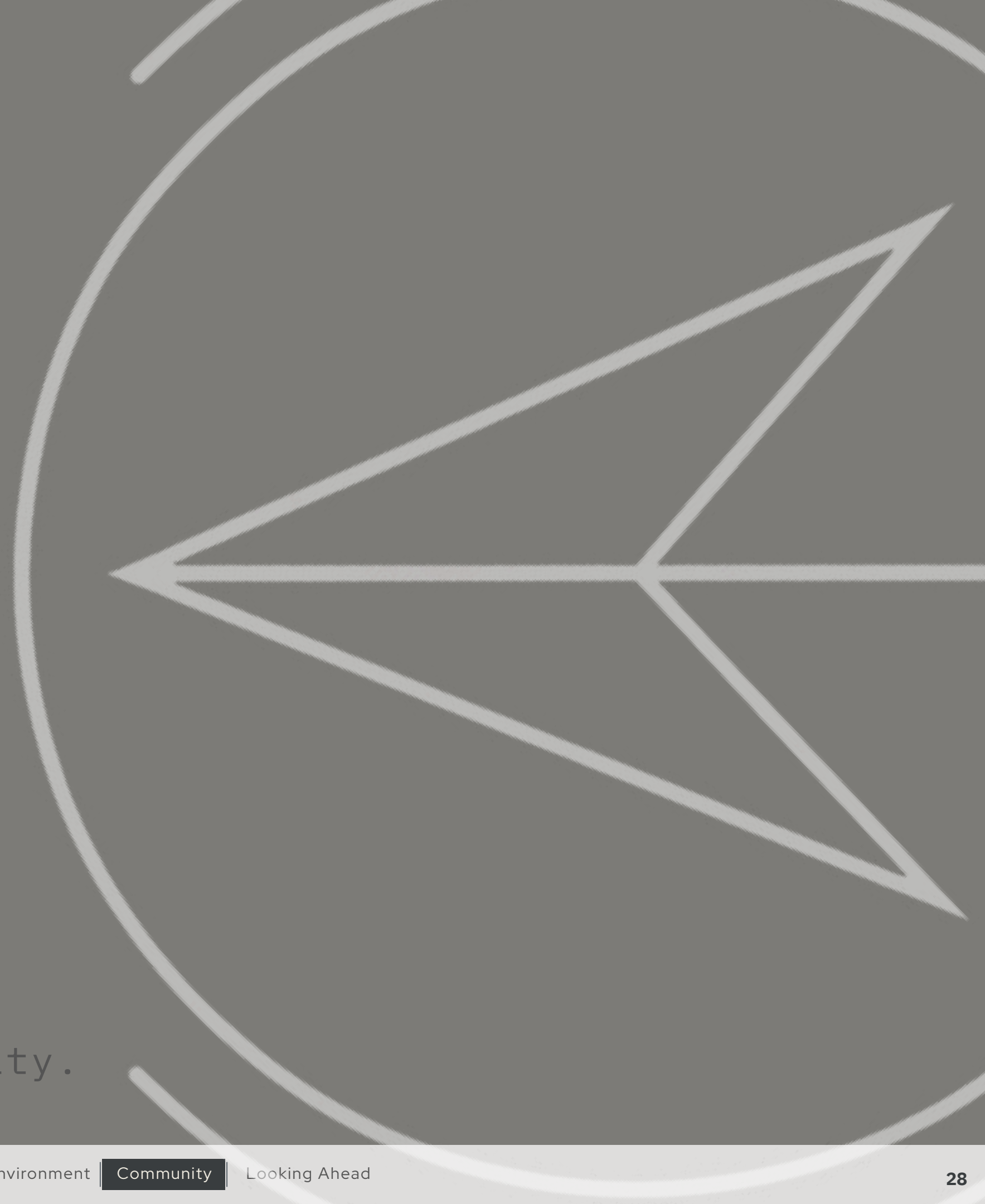


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WEST

Community & Service Impact

Serving with Responsibility.



Al Habbai DKH provides regulated medical assessment services that directly support national immigration and employment processes.

Our responsibility extends beyond service delivery to ensuring accuracy, confidentiality, accessibility and respectful interaction with all service users.

We approach service and community responsibility through structured service standards, data protection controls and stakeholder engagement.



5.1 Service Quality & Accessibility

Consistent service quality and accessible processes support fairness, efficiency and regulatory compliance. Service processes are designed to balance speed, accuracy, and regulatory compliance across all customer touchpoints.

Our approach

- Documented end-to-end service workflows for registration, screening, and reporting
- Standardized registration and screening processes
- Ongoing training for front-line and operational staff
- Routine monitoring of service turnaround time and service exceptions

Looking Ahead

- 1 Implement structured service performance dashboard
- 2 Introduce periodic service quality reviews
- 3 Formalize service procedure documentation and version control

263641 Clients Served
in 2025

17% increase
↑ since 2024

100%

Regulatory compliance
with screening procedures

10

Average service
turnaround time
(min)

0

Service - related
complaints



5.2 Data Accuracy & Confidentiality

Visa medical operations require strict handling of sensitive personal and medical information. Data accuracy, access control, and confidentiality safeguards are central to regulatory compliance and stakeholder trust.

Our approach

- Role-based system access controls aligned to job responsibilities
- Documented data handling and retention procedures
- Restricted information sharing protocols
- Secure digital record storage with controlled administrative access
- Mandatory annual data confidentiality training for all employees

Looking Ahead

- 1 Review and tighten user access controls for critical systems
- 2 Formalize periodic internal data protection and privacy audits
- 3 Expand cybersecurity and data protection awareness training

5.3 Stakeholder Engagement

Stakeholder engagement supports transparency, responsiveness, and continuous improvement across operations.

Our approach

- Engagement with relevant regulatory and government authorities
- Internal communication channels for employees
- Informal collection of operational and customer feedback

Looking Ahead

- 1 Establish a simple stakeholder engagement register
- 2 Introduce basic documentation of feedback and responses

Stakeholder engagement is currently managed through operational processes and direct interactions. More formal structures will be developed as ESG governance matures.



5.4 Community Contribution

Community contribution focuses on supporting initiatives that promote awareness, capacity building and responsible practices related to health, sustainability and social wellbeing.

Our approach

- Provide compliant visa medical services supporting national public health processes
- Maintain responsible employment practices
- Participate in selected community awareness and capacity-building initiatives through partnerships

Looking Ahead

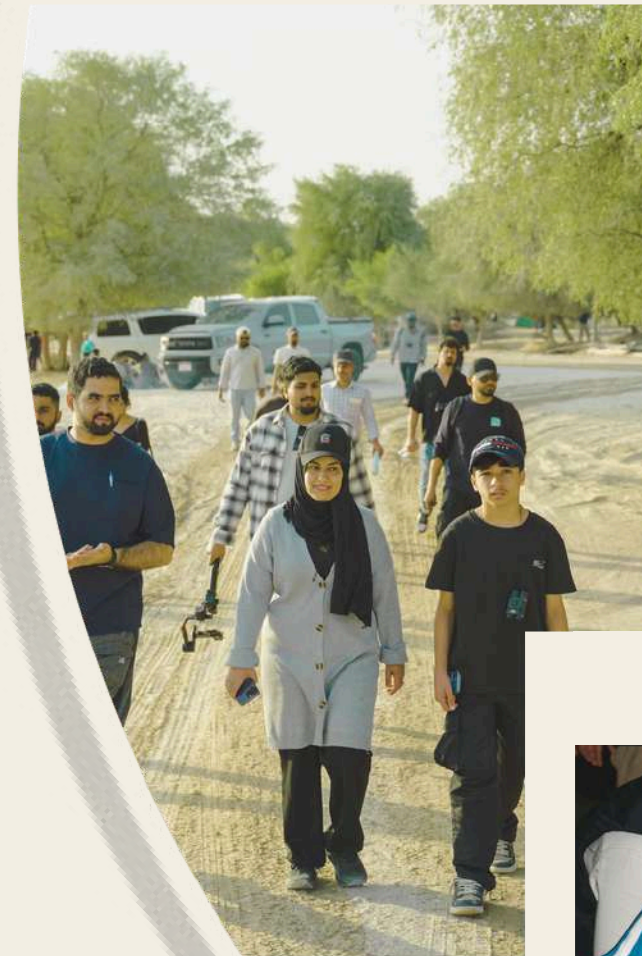
- 1 Continue participating in partnership-led community initiatives
- 2 Improve documentation of community engagement outcomes

As part of its association with Recall as a Recall Alliance Platinum member, Al Habbai DKH contributes towards enabling community-based sustainability education programmes, including partial support for interactive workshops focused on practical environmental awareness.

40 Community engagement hours

2 community initiatives supported through partnerships

4 community workshops enabled through partnership contribution





CHARTING OUR PATH FORWARD





Al Habbai DKH recognises that ESG maturity is built through consistent execution, clear accountability and continuous improvement.

This report establishes a baseline for how Environmental, Social and Governance considerations are currently integrated into our operations. It also defines priority areas for strengthening systems, improving data quality and enhancing oversight.

Our focus moving forward is practical: formalising processes, improving measurement and embedding ESG considerations more deeply into everyday decision-making.

6.1 ESG Priorities

Following internal review of operational risk exposure, workforce dynamics, environmental footprint, and regulatory obligations, Al Habbai DKH has defined four strategic bearings to guide ESG integration in 2026.

Each direction reflects a balance between governance control, operational resilience, and realistic execution capacity.

Governance & Compliance Q2 2026

Strengthen governance structure, internal oversight, and accountability mechanisms.

- Formalise ESG governance structure and define internal accountability
- Integrate ESG performance review into management reporting cycles
- Document internal control review processes
- Conduct at least one structured ESG management review in 2026

People Q4 2026

Strengthen workforce capability, stability, and ethical culture.

- Maintain LMS completion rate $\geq 95\%$
- Maintain compliance & ethics training coverage at 100%
- Maintain employee turnover rate $\leq 20\%$
- Introduce structured role-based competency mapping

Environment Q1 2026

Establish credible environmental measurement and responsible resource management.

- Establish verified baseline for electricity and water consumption
- Implement monthly tracking dashboard for energy and water
- Maintain 100% compliant disposal of regulated medical waste
- Introduce basic non-medical waste segregation practices

Service & Community Q2 2026

Enhance service quality controls and community accountability.

- Maintain substantiated data breaches at 0
- Track service quality metrics and complaints monthly
- Maintain average service turnaround time ≤ 10 minutes
- Continue participation in partnership-led community initiatives

These directional priorities represent a phased and realistic roadmap for strengthening governance, improving data integrity, and embedding sustainability within core operations. Progress will be reviewed quarterly and adjusted as data maturity improves.



6.2 Alignment with UAE Net Zero 2050



The United Arab Emirates has committed to achieving Net Zero emissions by 2050 and strengthening climate resilience through responsible resource management and private sector participation.

As a healthcare service provider with facility-based operations, Al Habbai DKH's environmental footprint is primarily linked to electricity consumption, water use, and regulated medical waste management. While the organisation is not a high-emission entity, it recognises its responsibility to operate efficiently and transparently within the national sustainability framework.

In 2025, the organisation established baseline tracking for electricity and water consumption and strengthened oversight of regulated medical waste disposal. These measures provide the foundation for future efficiency initiatives and gradual performance improvements aligned with evolving regulatory expectations and national climate objectives.

Environmental monitoring systems introduced in 2025 support informed decision-making and position the organisation to progressively contribute to the UAE's broader sustainability ambitions in a manner proportionate to its operational scale.

6.3 Continuous Improvement

ESG integration at Al Habbai DKH follows a phased and structured maturity approach.

Continuous improvement is embedded through:

- Quarterly management review of ESG performance indicators
- Progressive enhancement of data accuracy, traceability, and validation
- Periodic review and refinement of internal policies and procedures
- Expansion of environmental and workforce monitoring systems
- Alignment of governance oversight with emerging regulatory expectations

As ESG data systems mature, the organisation intends to deepen performance measurement, refine target-setting practices, and strengthen transparency in public disclosures.

This approach prioritises realistic implementation, regulatory compliance, and operational resilience over accelerated but unsustainable commitments.

Al Habbai DKH views sustainability as a function of disciplined operations, responsible governance and consistent improvement.

Guided by responsibility, we will continue to strengthen our systems, measure what matters and operate in a manner that supports long-term organisational resilience and stakeholder trust.

REPORTING INDICES



Global Reporting Initiative (GRI) Index

Al Habbai DKH has compiled this report aligning with GRI Standards for the period of January 1, 2025 through Dec 31, 2025.

Reference	Metric	Disclosure	Boundary, Assumptions & Estimations
GRI 2 – General Disclosures			
GRI 2-1	Organizational Details	Al Habbai DKH Co. LLC is legally registered with the relevant authorities in Dubai, Ajman, Fujairah and Ras Al Khaimah emirates of the UAE.	Applies to Al Habbai DKH Co. LLC’s operations in the UAE
GRI 2-2	Entities included in sustainability reporting		Covers Al Habbai DKH LLC’s operations only.
GRI 2-3	Reporting period, frequency and contact point	Unless otherwise stated, this ESG Report and its supporting indices cover the period from 1 January 2025 to 31 December 2025, aligning with Al Habbai DKH’s annual reporting cycle. Reporting is conducted on an annual basis. For inquiries regarding the information included in this report or its supporting indices, please contact: admin@alhabbaidkh.ae	
GRI 2-4	Restatements of information		No restatements during reporting period

GRI 2-6	Activities, value chain and business relationships	<p>Al Habbai DKH is a licensed provider of visa medical assessment services operating within the United Arab Emirates. The organisation conducts regulated medical screening and related administrative services in accordance with applicable federal and emirate-level requirements.</p> <p>Al Habbai DKH’s primary activities include:</p> <ul style="list-style-type: none"> • Conducting visa medical examinations and occupational health assessments • Registration and processing of applicants • Collection and handling of medical samples • Secure management and submission of medical records to relevant authorities <p>The organisation’s value chain primarily comprises:</p> <p>Upstream: Procurement of consumables, laboratory services, information technology systems and facility services</p> <p>Core operations: Delivery of visa medical assessments and administrative processing</p> <p>Downstream: Submission of results to relevant government authorities and communication of outcomes to applicants, where applicable</p> <p>Key business relationships include government authorities, licensed laboratories, medical suppliers, service contractors and technology service providers.</p>	
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Reference	Metric	Disclosure	Boundary, Assumptions & Estimations
GRI 2 – General Disclosures (continued)			
GRI 2-7	Employees	<p>Al Habbai DKH maintains a workforce comprising medical professionals, administrative and support staff engaged in the delivery of visa medical assessment services.</p> <p>During the reporting period (1 January 2025 – 31 December 2025), total employee headcount ranged from 55 to 65 employees, with a year-end headcount of 65 employees.</p> <p>Gender distribution (December 2025):</p> <ul style="list-style-type: none"> • Male: 43 (66%) • Female: 22 (34%) <p>Workforce composition (December 2025):</p> <ul style="list-style-type: none"> • Full-time employees: 65 • Part-time employees: 0 • Contract workers / consultants: 0 <p>Employee data is monitored on a monthly basis through internal HR records.</p>	<p>The workforce is primarily employed on a full-time basis. Recruitment and employment decisions are based on qualifications, experience and operational requirements, in line with equal opportunity principles.</p> <p>Board members are excluded within the total headcount disclosed under GRI 2-7.</p>
GRI 2-9	Governance structure and composition	<p>Al Habbai DKH is governed by an executive management structure responsible for strategic direction, operational oversight and regulatory compliance.</p> <p>The governance structure comprises:</p> <ul style="list-style-type: none"> • Executive leadership • Senior management • Functional heads <p>Executive leadership holds responsibility for approving strategic priorities, overseeing performance and ensuring compliance with applicable laws and regulations.</p> <p>Day-to-day operational management is delegated to senior management and functional heads in line with defined responsibilities.</p> <p>Details regarding the composition of executive leadership and senior management are maintained internally and are available upon request.</p>	
GRI 2-12	Role of highest governance body in overseeing ESG	<p>Oversight of Environmental, Social and Governance (ESG) matters at Al Habbai DKH is integrated within executive management.</p> <p>Executive leadership retains overall responsibility for ensuring that material operational, regulatory and sustainability-related impacts are identified and managed.</p> <p>The ESG framework is coordinated by the designated ESG Lead, Mr. Shyfer (Regional Manager), who supports ESG data monitoring, internal reporting and escalation of material matters to executive leadership.</p>	



Reference	Metric	Disclosure	Boundary, Assumptions & Estimations
GRI 2 – General Disclosures (continued)			
GRI 2-15	Conflicts of interest	Al Habbai DKH maintains a Conflict of Interest Policy requiring employees and management to disclose potential conflicts that may influence business decisions.	Applies to employees and management personnel.
GRI 2-16	Communication of critical concerns	Employees may raise concerns through defined internal reporting channels in accordance with the organisation's Code of Conduct and related governance policies. Material concerns are escalated to senior management and, where necessary, to executive leadership for review and appropriate action.	Al Habbai DKH has established internal policies and procedures to enable the communication and escalation of critical concerns, including matters related to ethics, compliance, workplace conduct and data confidentiality.
GRI 2-23	Policy commitments	Al Habbai DKH maintains formal governance policies including a Code of Conduct, Anti-Bribery & Anti-Corruption Policy, Conflict of Interest Policy, and Data Protection Policy. These policies establish standards for ethical conduct, regulatory compliance and responsible business practices.	Applies to all employees and management.
GRI 2-24	Embedding policy commitments	Governance policies are communicated internally and form part of onboarding and periodic staff briefings. Employees are expected to comply with defined conduct, confidentiality and compliance standards.	Internal governance framework under executive oversight.
GRI 2-25	Processes to remediate negative impacts	Internal procedures are in place to address grievances, operational incidents and compliance concerns. Reported matters are reviewed by management and appropriate corrective actions are implemented where required.	Based on internal management review processes.
GRI 2-26	Mechanisms for seeking advice and raising concerns	Employees may raise concerns through defined internal reporting channels in line with governance and conduct policies. Confidential handling of reported matters is maintained.	Applies to all employees.
GRI 3 – Material Topics			
GRI 3-1	Process to determine material topics	Al Habbai DKH conducted a double materiality assessment to identify ESG topics relevant to its operations and stakeholders. The process included review of regulatory requirements, internal management discussions, assessment of operational risks and consideration of impacts on people, environment and service quality.	Topics were prioritised based on significance to business continuity and stakeholder expectations.



Reference	Metric	Disclosure	Boundary, Assumptions & Estimations
GRI 3 – Material Topics (continued)			
GRI 3-2	List of material topics	The material ESG topics identified are presented within this report under Governance, People, Environment and Service & Community sections.	
GRI 3-3	Management of material topics	Material topics are managed through internal policies, procedures and assigned management responsibilities. Performance indicators are monitored and reviewed periodically by management, with improvement actions implemented where required.	
GRI 205 – Anti-Corruption 2016			
GRI 205-1	Operations assessed for risks related to corruption	Governance oversight includes periodic review of operational and compliance risks. No confirmed incidents of corruption were recorded during the reporting period.	Based on internal management review and incident reporting records.
GRI 205-2	Communication and training about anti-corruption policies	The Anti-Bribery & Anti-Corruption Policy forms part of governance documentation and is communicated to employees.	Applies to all employees.
GRI 205-3	Confirmed incidents of corruption and actions taken	During Jan–Dec 2025, Al Habbai DKH recorded 0 confirmed incidents of corruption.	Based on internal reporting mechanisms.
GRI 302 – Energy			
GRI 302-1	Energy consumption within the organization	Total electricity consumption: 581, 720 kWh Primary energy source: grid-purchased electricity	Includes electricity consumed at all 4 Al Habbai DKH facilities under operational control. Diesel, gas and renewable energy are not used or are not material.
GRI 302-2	Energy consumption outside of the organization	Not disclosed	Energy consumption outside the organisation is not currently tracked. Scope 3 energy-related emissions are partially captured under GRI 305-3.



Reference	Metric	Disclosure	Boundary, Assumptions & Estimations
GRI 302 – Energy (continued)			
GRI 302-3	Energy intensity	Electricity intensity: 8949.50 kWh per employee	Calculated by dividing total electricity consumption by average employee headcount during the reporting period.
GRI 302-4	Reduction of energy consumption	No quantified reductions reported during the reporting period	Energy reduction initiatives are in early stages and focused on establishing baselines.
GRI 302-5	Reductions in energy requirements of products and services	Not applicable	Al Habbai DKH is a service-based organisation and does not manufacture products.
GRI 303 – Water & Effluents			
GRI 303-1	Interactions with water as a shared resource	Al Habbai DKH withdraws water through municipal supply for facility operations and medical screening processes. Water is discharged through municipal wastewater systems.	Applies to facilities under Al Habbai DKH operational control. No direct abstraction from surface or groundwater sources.
GRI 303-2	Management of water discharge-related impacts	Water discharge is managed in accordance with applicable municipal and regulatory requirements. Plumbing systems are maintained to prevent leaks and minimise wastage.	No on-site wastewater treatment. No industrial effluent generated.
GRI 303-3	Water withdrawal	Total water withdrawal: 1436.98 m ³	Water withdrawal represents total potable water supplied to Al Habbai DKH facilities during the reporting period. Data is derived from municipal utility bills and internal records.
GRI 303-4	Water discharge	Estimated water discharge: 1,365.13 m ³	Water discharge volumes are not currently metered separately. Discharge is estimated at approximately 95% of total water withdrawal, with the remaining portion attributed to evaporation and minor losses (e.g., HVAC operations).
GRI 303-5	Water consumption	Estimated water consumption: 71.85 m ³	Water consumption is estimated as the difference between total water withdrawal and estimated water discharge. Al Habbai DKH does not currently use recycled or reclaimed water.

*Water data is based on utility billing records for the reporting period.



Reference	Metric	Disclosure	Boundary, Assumptions & Estimations
GRI 305 – Emissions			
GRI 305-1	Direct (Scope 1) GHG emissions	Scope 1 emissions: 209.51 tCO ₂ e (2025)	Includes emissions from fuel combustion in company-controlled activities. Calculated using UK Government (DEFRA) emission factors.
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Scope 2 emissions: 311.41 tCO ₂ e (2025)	Includes emissions from grid-purchased electricity. Calculated using DEWA/FEWA data and DEFRA emission factors.
GRI 305-3	Other indirect (Scope 3) GHG emissions	Scope 3 emissions: 95.00 tCO ₂ e (2025)	Includes purchased goods & services, capital goods, fuel- and energy-related activities, waste, water and employee commuting. Calculated using DEFRA factors.
GRI 305-4	GHG emissions intensity	Emissions intensity per employee: 9.4755 tCO ₂ e/employee (2025)	Calculated by dividing total emissions by average employee headcount.
GRI 305-5	Reduction of GHG emissions	No quantified reductions reported during the reporting period	Emissions reduction initiatives are in early stages and focused on baseline establishment.
GRI 306 – Waste 2020			
GRI 306-1	Waste generation and significant waste-related impacts	Al Habbai DKH generates general operational waste and regulated medical waste as part of its service activities. Medical waste is handled through licensed third-party contractors in accordance with local regulatory requirements.	Applies to facilities under operational control. No hazardous industrial waste generated.
GRI 306-2	Management of significant waste-related impacts	Waste segregation practices are implemented where applicable. Medical waste is stored, collected and disposed of through authorised waste management service providers.	Waste volumes derived from internal records and contractor documentation where available.
GRI 306-3	Waste generated	Total general waste generated: 7,570.76 kg (2025) Total medical waste generated: 2,816.39 kg (2025)	Includes waste recorded during the reporting period.

*Data is based on utility bills and internal operational records.



Reference	Metric	Disclosure	Boundary, Assumptions & Estimations
GRI 306 – Waste 2020 (continued)			
GRI 306-4	Waste diverted from disposal	Waste diversion rate: 0% (2025)	No formal recycling or waste diversion programme was implemented during the reporting period.
GRI 306-5	Waste directed to disposal	Medical waste is directed to regulated disposal pathways via licensed contractors.	Disposal methods managed externally in compliance with applicable regulations.
GRI 401 – Employment 2016			
GRI 401-1	New employee hires and employee turnover	New hires during 2025: 23 Resignations during 2025: 11 Employee turnover rate: 18.18%	Based on internal HR monthly records.
GRI 401-2	Benefits provided to full-time employees	Full-time employees are provided statutory benefits in accordance with UAE labour law, including medical insurance, annual leave, sick leave and end-of-service benefits.	Applies to full-time employees only.
GRI 401-3	Parental leave	Parental leave is provided in accordance with UAE labour law.	Applies to eligible employees.
GRI 402 – Labor/Management Relations 2016			
GRI 402-1	Minimum notice periods regarding operational changes	Al Habbai DKH complies with UAE labour law requirements relating to employee notice periods for contractual and operational changes.	Applies to all employees.

*Data is based on internal operational records

*Turnover rate calculated using total resignations during the reporting period divided by average headcount for the year.



Reference	Metric	Disclosure	Boundary, Assumptions & Estimations
GRI 403 – Occupational Health & Safety 2018			
GRI 403-1	Occupational health and safety management system	Workplace health and safety procedures are implemented to manage occupational risks.	Applies to all employees.
GRI 403-2	Hazard identification, risk assessment and incident investigation	Hazards and incidents are reported and addressed through internal procedures.	Internal reporting channels.
GRI 403-9	Work-related injuries	Recordable work-related injuries in 2025: 0 Lost-time injury frequency rate: 0	Based on internal records.
GRI 404 – Training & Education 2016			
GRI 404-1	Average training hours per employee	Average training hours per employee during 2025: 2.5 hours	Based on LMS records and internal training logs.
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Training is delivered through an internal Learning Management System (LMS) and includes onboarding, compliance, health & safety and job-specific training modules.	Applies to all employees.
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	Employees receive periodic performance and development discussions as part of internal management processes.	Performance and development discussions are conducted periodically; documentation processes are being formalised.

*People-related data is derived from internal HR systems and records.

*Training data is derived from LMS completion records and internal HR documentation.

Reference	Metric	Disclosure	Boundary, Assumptions & Estimations
GRI 405 – Diversity & Equal Opportunity 2016			
GRI 405-1	Diversity of governance bodies and employees	<p>Workforce gender and composition are disclosed under GRI 2-7 – Employees.</p> <p>Board of Directors :</p> <ul style="list-style-type: none"> • Male: 3 (Age 30-50) • Female: 0 <p>Senior Management :</p> <ul style="list-style-type: none"> • Male: 2 (Ages 30-50) • Female: 1 (Age 30-50) <p>General Staff :</p> <ul style="list-style-type: none"> • Male: 40 • Female: 22 • Ages <30 : 25 (Male: 12 Female : 13) • Ages 30-50 : 35 (Male: 26 Female : 9) • Ages >50 : 2 (Male) 	Data based on December 2025 headcount from HR records. Data is based on December 2025 headcount from internal HR records. Age groups are classified as <30, 30-50, and >50 years.
GRI 405-2	Ratio of basic salary and remuneration of women to men	Al Habbai DKH applies compensation practices based on role, experience and performance. There is no gender-based differentiation in salary structures.	Detailed remuneration data is not publicly disclosed.
GRI 413 – Local Communities 2016			
GRI 413-1	Operations with local community engagement	<p>Al Habbai DKH engages in partnership-led community awareness and capacity-building initiatives focused on sustainability and public wellbeing. During the reporting period, community engagement was delivered primarily through employee participation in workshops and awareness programmes conducted in collaboration with external partners.</p> <p>No direct financial community investments were made during the reporting period.</p>	Community engagement data is based on internal records of employee participation hours and partnership activity.
GRI 418 – Customer Privacy 2016			
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the reporting period (Jan-Dec 2025), Al Habbai DKH recorded 0 substantiated complaints concerning breaches of customer privacy or loss of customer data.	Based on internal incident reporting and management records.

*This report has been prepared with reference to selected GRI Standards. It does not claim full compliance with the GRI Standards.

*Metrics have not been externally assured.

*ESG data collection processes will continue to mature.



UN Sustainable Development Goals (SDG) Mapping



Al Habbai DKH's operations contribute to selected UN Sustainable Development Goals through its regulated medical service delivery, workforce practices, responsible operations and data protection controls.

SDG	SDG Title	Relevance to Al Habbai DKH	Key Contributions
SDG 3	Good Health & Well-being	Core service activity supports public health screening processes	Provision of compliant visa medical assessments; occupational health and safety practices
SDG 4	Quality Education	Workforce training and capability development	LMS-based training; compliance and ethics training; professional development
SDG 5	Gender Equality	Equal opportunity employment practices	Female workforce representation; non-discriminatory recruitment
SDG 8	Decent Work & Economic Growth	Employment generation and fair labour practices	Structured employment; health & safety procedures; retention practices
SDG 12	Responsible Consumption & Production	Resource and waste management	Energy and water monitoring; compliant medical waste disposal; paper reduction
SDG 16	Peace, Justice & Strong Institutions	Governance, ethics and data protection	Governance framework; ethics and integrity; data confidentiality

*This mapping is indicative and does not represent a comprehensive assessment of all SDGs.





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