

MAJID AL FUTTAIM – SUSTAINABILITY

# Zero Waste Policy

## 1.0 Goals and Commitment

Population growth and depletion of resources such as energy, water, and food have put enormous pressure on communities to reduce the consumption of these resources, associated waste and negative environmental emissions. Poorly managed waste affects air pollution, water, and soil contamination. Hence, there is an urgent need to protect the world's ecosystems and reduce the carbon emissions produced by the creation, distribution, and disposal of waste.

At Majid Al Futtaim, we believe in protecting the environment and reducing harm to human health. We are committed to reducing and reusing as much material as we can sustainably in order to achieve a sustainable future by transforming our consumption and production patterns, from extraction to processing, use, and disposal.

Hereinafter, we are paving the way for our zero-waste goal in all our offices as follows:

- Rethinking and redesigning our operation for zero-waste
- Protecting the environment, human health, and preserving natural resources
- Minimising Greenhouse Gases (GHG) emissions from incineration
- Creating a more sustainable, efficient economy where the amount of waste generated is optimal
- Diverting at least 90% of our solid waste from landfills
- Hazardous waste is disposed of safely and appropriately to protect people and the environment

All Majid Al Futtaim offices should, as a minimum requirement, comply with the waste management laws and regulations of the country that they are located in or Majid Al Futtaim's requirements, whichever is more stringent. Moreover, we are committed to comply with international best practice regulations such as ISO 14001 Environmental management system. This document aims to clarify our stance on our net-zero waste goals.

## 2.0 Scope

At Majid Al Futtaim, our journey towards zero-waste began almost a decade ago. Our company believes in a circular economy<sup>1</sup>; a system that aims to reduce material use and would benefit environmental standards, public health and create jobs. Majid Al Futtaim's circular economy strategy, *Unlocking Value*, formalises our commitment and approach to embedding circularity into our business model by 2030. Furthermore, we took the lead in the region by committing to phasing out the distribution of single-use plastics<sup>2</sup> from all our operations, across all business units, and all countries in which Majid Al Futtaim operates, by 2025.

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<sup>1</sup> [Our Roadmap to Circularity](#)

<sup>2</sup> [Single-Use Plastics Phase-Out Policy](#)

All of our offices will need to conduct a zero-waste audit of all landfill/incineration/waste-to-energy (WTE) bound materials, compostable materials, and recyclables, to determine their waste stream. These audits can be performed by a Third party. The waste diversion rate will be calculated and compared with a baseline that the offices will have to create.

The offices waste stream may include but not limited to the following<sup>3</sup>:

- Paper – including printing paper, envelopes, and sticky notes
- Cardboard – including cereal boxes, tissue boxes and stationery packing items
- Mixed recycling – including metal cans, hard plastics and glass containers
- Organics – food waste
- Various stationery
- Landfill/non-recyclable waste – including takeaway coffee cups, soiled paper and plastic food containers that still contain food
- Other streams, such as printer cartridges, batteries, and e-waste, these are typically small in volume, but they must be separated to avoid significant environmental risks.

## 2.1 Policy Statement

At Majid Al Futtaim, we are committed to the implementation and delivery of our comprehensive sustainability strategy, *Dare Today, Change Tomorrow*. Our strategy has three fundamental business priorities:

- Transforming the lives in the communities we serve, to provide a healthy, fulfilling, and sustainable way of life.
- Rethinking resources, addressing our use of resources to make a Net Positive impact.
- Empowering our people to unlock their full potential.

Under our rethinking resources priority, we are committed to embedding circular economy principles across our business operations by 2030. We commit to the following:

- **Redesign**
  - Majid Al Futtaim and its employees will rethink their consumption, particularly when they purchase and discard items. This includes rethinking throwing away items that might be broken, worn out, or no longer wanted.
  - Periodically review waste collection containers and adjust container sizes and pick-up frequencies with the service providers
  - Restructure solid waste collection agreements for zero waste
  - Review all 9 points of generation related to the office function

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<sup>3</sup> <http://www.epa.nsw.gov.au/resources/managewaste/120341-offices.pdf>

- Review innovative technology use, where solid material end product recovered for productive use
- Purchase certified and sustainably produced paper and wood products (FSC, SFI, PEFC, etc.)
- Preference of purchasing Durable goods, non-hazardous, and less harmful to the atmosphere, environment, and health (e.g. biodegradable, organic, no VOCs)
  
- **Reduce/eliminate**
  - Majid Al Futtaim and its employees will reduce and eliminate their waste generation.
  - Work with our service providers on innovative cost-effective programs that reduce waste generation
  - Adopt legislation and policies that encourage producers to minimise environmental impacts through improved product design
  - Establish programs for reducing food waste in Majid Al Futtaim
  - Minimize deliveries and packaging through bulk purchasing and avoiding over-ordering and encourage vendors to embrace zero-waste principles
  - Reduce or eliminate printing paper
  - Reduce or eliminate the consumption of single-use, disposable materials
  - Encourage the use of fewer natural resources and minimise or eliminate the use of toxic materials
  - Replace hazardous chemicals/materials with non-toxic alternatives or eliminate the need to use hazardous materials in the first place
  
- **Recycle**
  - Through education and infrastructure provision, encourage employees, businesses, and communities to repurpose and recycle materials judiciously
  - Prioritise purchases of refurbished manufactured goods and/or products made from recycled and reused materials and are produced using renewable energy sources
  - Prioritise the use of a minimum of 30% post-consumer recycled content for our offices, including, but not limited to, paper
  - Priorities the use of a minimum of 20% post-consumer recycled content for janitorial paper products
  
- **Reuse**
  - Utilise recovered food waste in the most efficient way, following the EPA's hierarchy of feeding people first, then donating food, feeding animals, producing fuel through anaerobic digestion, and finally converting food scraps into compost
  - Evaluate what packaging and materials are unnecessary and what sustainable replacements are possible; this also includes encouraging the reuse of recycled pallets and packaging
  - Encourage the distribution of reusable bags to all employees to minimise the use of single-use plastic bags

- **Awareness/Training**

- Engage employees in making environmentally-friendly, durable, reusable, recycled, and composted products their first choice over unsustainable, toxic, non-durable, disposable, single-use products
- Ensure that all operating companies and facilities divert all discarded materials correctly
- Manage all recovered materials appropriately and continue to provide awareness campaigns and incentives to support our zero-waste goals

### 3.0 Performance Metric

Our policy outcomes will be measured by the waste diversion rate away from landfills and incineration. The performance metrics of the policy will be for offices to:

- Achieve more than 90% diversion rate
- Reuse and recycle more than 90% of their electronic waste
- Reduce the remaining residue that goes to landfills or incinerators by at least 1% of baseline disposal each year
- Eliminate paper for at least one major office function
- Ensure offices do not exceed a 10% contamination level for any material that leaves the site
- Recover and divert at least 75% of the construction waste generated by offices

### 4.0 Performance Evaluation

The facility management team will conduct a waste audit periodically and track the waste generation stream. Moreover, reports and diversion data will be generated annually, and these will include the office's progress in our zero-waste goals, including, but not limited to, financial, public health, and environmental benefits. Our findings will be presented to the senior leadership team. Additionally, the policy shall take effect from the signature date and will be revisited annually for an update as deemed necessary.

### 5.0 Responsible Parties

This policy shall be implemented by the management team of the site in collaboration with other appropriate organisation personnel, including, but not limited to, the waste service provider. All employees will be provided with an established zero-waste policy and clearly defined goals through employee guidance documents, via the intranet and other internal means.

## 6.0 Suggested Procedures and Strategies for Waste Disposal

The following is the suggested procedures and practices that have been done for different waste streams in our headquarter office and they might differ depending on the country and waste streams in the offices of the other operating companies.

All types of waste which are generated in the facility will be recorded based on their waste category on a daily basis. Twice a day, the housekeeping staff will check if the bins on each floor are full, collect the waste from the full bins, take it to the garbage room, double-check if the waste is segregated properly and put the waste in the correct container. Once the garbage room bins are full, the facility team will notify the service provider to collect the waste. The waste management service provider will collect the recycled waste and landfill waste separately as per the agreement.

The table below lists type of waste at the building site, their current disposal / diversion methods and handling procedures.

Type of Waste	Procedures and strategies for waste disposal
Recycled Waste	Recycled waste bins are collected from the facilities. Afterwards, the waste management service provider will segregate the recycled waste from the contaminated waste. Post segregation, each recycled waste is weighed & stored to ensure waste remains traceable. The service provider will provide a monthly report of all activities.
Food Waste	On a daily basis, food waste is segregated, weight is taken, recorded and sent to City Centre Deira (CCD). Where it is collected and added in ORCA machine ORCA uses mostly air, along with water and microbiology to turn food waste into watershed
Chemical Hazardous Waste	Facility Management technical team will place the chemical hazardous waste in the storeroom as per the labelled colour-coded bins: red (High danger), yellow (Moderate danger), and green (minor danger). They have in-house training on how to handle the chemicals by complying with Health and Safety procedures.
General Waste	General waste is collected from the bins which are placed in each floor twice a day. The collected waste is segregated in the garbage room. Afterward, the service provider collects it in a compactor vehicle once the bins are full.
E-Waste	E-waste is collected from employees by IT team members and then is donated or recycled
Construction waste	Construction waste is collected by the contractors on site who perform the work and generate the waste. The waste is then sent to a backyard where it will be recycled as per the municipality regulations.