

SUSTAINABILITY REPORT 2019 | ANNEX: TARGETS PERFORMANCE AND ENVIRONMENTAL DATA

# DARE TOGETHER












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# MAJID AL FUTTAIM 2019 SUSTAINABILITY TARGETS ASSESSMENT




Majid Al Futtaim has committed to an ambitious set of sustainability targets across three focus areas in 2019. Here we provide a detailed update on progress against our 2019 sustainability targets, which have been independently audited by a third-party auditor. This target assessment is reported on an "Achieved" and "Not Achieved" scale. All targets marked as partially achieved that passed the audit have been marked as achieved. Targets of any status that did not pass the audit have been marked as not achieved.

Our 2019 Sustainability Report, Dare Together, and complete assurance statement can be found on our [website](#).

## MAJID AL FUTTAIM – CORPORATE








TRANSFORMING LIVES			
Material Issue	2022 Sustainable Business Commitment	2019 Target	Overall Status
 Local economic development - Local expenditure	All OpCos must annually increase the proportion of expenditure which contributes to the local economy	Define framework setting out Majid Al Futtaim's approach to investing in additional infrastructure to support local economic development	<b>Achieved</b>
 Local economic development - Enterprise Hub	All OpCos must invest in an enterprise hub which supports the development of skills and entrepreneurship in line with local needs	Conduct research to define areas of focus for Majid Al Futtaim's enterprise hub	<b>Achieved</b>
 Disruptive technology	All OpCos must invest in an innovation centre of excellence to drive improvement in sustainability performance across Majid Al Futtaim's omnichannel platform	Establish the innovation centre of excellence including objectives, governance and financing mechanism	<b>Achieved</b>
 Customer experience	All OpCos must participate in a Customer Experience Taskforce to implement a programme that uses sustainability to enrich the customer experience across Majid Al Futtaim's omnichannel platform	Define and communicate overarching sustainability messages shared across OpCos	<b>Achieved</b>
RETHINKING RESOURCES			
Material Issue	2022 Sustainable Business Commitment	2019 Target	Overall Status
 Circular Economy	All OpCos must embed circular economy principles into business operations to minimise harmful impacts on the environment and generate new revenue streams	Create a waste reduction strategy aligned to Circular Economy principles	<b>Achieved</b>
EMPOWERING OUR PEOPLE			
Material Issue	2022 Sustainable Business Commitment	2019 Target	Overall Status
 Attracting and retaining future talent	All OpCos must embed sustainability within their attraction, retention and development programmes in order to meet the evolving values of the workforce	Ensure sustainability is embedded in Employee Value Proposition (EVP)	<b>Achieved</b>
 Healthy workplaces	All OpCos must have a wellbeing programme in place and measurable real improvements in employee health, wellbeing and productivity	Develop company-wide health and wellbeing campaign	<b>Achieved</b>
 Sustainability training	All OpCos must provide role-specific sustainability training to all their employees and have a programme that offers sustainability training throughout the value chain focusing on tenants and tier 1 suppliers	Develop sustainability training content for selected employee categories	<b>Achieved</b>
 Human rights and employment conditions	All OpCos must promote the advancement of international human rights by ensuring accommodation and employment conditions for all employees and direct (tier one) contractors comply with the International Labour Organisation's (ILO) eight core conventions	Publish company-wide Employment Conditions Policy	<b>Achieved</b>



**MAJID AL FUTTAIM – HOLDING**







<b>RETHINKING RESOURCES</b>			
<b>Material Issue</b>	<b>2022 Sustainable Business Commitment</b>	<b>2019 Target</b>	<b>Overall Status</b>
 <b>Net Positive Carbon</b>	All OpCos must become Net Positive in carbon for all operational, tenant and development activities	Ensure access to high level Net Positive Carbon information via BIDS	<b>Achieved</b>
 <b>Net Positive Water</b>	All OpCos must become Net Positive in water for all operational, tenant and development activities	Ensure access to high level Net Positive Water information via BIDS	<b>Achieved</b>
 <b>Circular Economy</b>	All OpCos must embed circular economy principles into business operations to minimise harmful impacts on the environment and generate new revenue streams	Ensure access to high level Waste information via BIDS	<b>Not achieved</b>

<b>EMPOWERING OUR PEOPLE</b>			
<b>Material Issue</b>	<b>2022 Sustainable Business Commitment</b>	<b>2019 Target</b>	<b>Overall Status</b>
 <b>Attracting and retaining future talent</b>	All OpCos must embed sustainability within their attraction, retention and development programmes in order to meet the evolving values of the workforce	Integrate sustainability messaging in all employee value proposition collateral	<b>Achieved</b>
 <b>Healthy workplaces</b>	All OpCos must have a wellbeing programme in place and measurable real improvements in employee health, wellbeing and productivity	As part of Holding’s wellbeing programme, align existing offices to Majid Al Futtaim’s Healthy workplaces guidelines and organise health and well being events	<b>Achieved</b>
 <b>Sustainability training</b>	All OpCos must provide role-specific sustainability training to all their employees and have a programme that offers sustainability training throughout the value chain focusing on tenants and tier 1 suppliers	Ensure all employees within selected priority category take part in sustainability training programme	<b>Achieved</b>

## MAJID AL FUTTAIM – PROPERTIES

















TRANSFORMING LIVES			
Material Issue	2022 Sustainable Business Commitment	2019 Target	Overall Status
 Local economic development – Local expenditure	All OpCos must annually increase the proportion of expenditure which contributes to the local economy	Assess the possibility to invest in local infrastructure for new markets	<b>Achieved</b>
 Disruptive technology	All OpCos must invest in an innovation centre of excellence to drive improvement in sustainability performance across Majid Al Futtaim’s omnichannel platform	In response to the requirement set by the company, identify and if relevant pilot innovative technologies/ideas	<b>Achieved</b>
 Customer experience	All OpCos must participate in a Customer Experience Taskforce to implement a programme that uses sustainability to enrich the customer experience across Majid Al Futtaim’s omnichannel platform	Map and embed sustainability in top 5 customer journeys	<b>Achieved</b>
 Community Wellbeing & Public realm	Not Applicable	Provide space for short-term leases for local SMEs, artisan retailers and/or food and beverage pop-ups in Mall of the Emirates, City Centre Muscat, City Centre Bahrain, City Centre Mirdif, and City Centre Fujairah	<b>Achieved</b>
 Responsible procurement	Not Applicable	Implement an effective supplier assessment system to monitor supplier performance in managing key sustainability risks outlined in sustainable procurement action plans	<b>Achieved</b>
 Promoting sustainable lifestyles	Not Applicable	Increase impact generated from sustainable lifestyles campaign(s) across all assets in 2019	<b>Achieved</b>
 Healthy products & services	Not Applicable	Assess opportunities to improve the health and wellbeing of employees and customer through internal building design and fitout	<b>Achieved</b>

RETHINKING RESOURCES			
Material Issue	2022 Sustainable Business Commitment	2019 Target	Overall Status
 Circular Economy	All OpCos must embed circular economy principles into business operations to minimise harmful impacts on the environment and generate new revenue streams	Reduce waste to landfill against 2018	<b>Not achieved</b>
 Climate change adaptation	Not Applicable	As part of standard risk assessments, ensure the organisation carefully reviews climate risks to its assets, including extended periods of drought, rising sea levels, increased temperatures, etc., and has plans in place to deal with such situations	<b>Achieved</b>












EMPOWERING OUR PEOPLE			
Material Issue	2022 Sustainable Business Commitment	2019 Target	Overall Status
 Attracting and retaining future talent	All OpCos must embed sustainability within their attraction, retention and development programmes in order to meet the evolving values of the workforce	Integrate sustainability messaging in all employee value proposition collateral	<b>Achieved</b>
 Healthy workplaces	All OpCos must have a wellbeing programme in place and measurable real improvements in employee health, wellbeing and productivity	As part of Properties’ wellbeing programme, align existing offices to Majid Al Futtaim’s Healthy workplaces guidelines and organise health and well being events	<b>Not achieved</b>
 Sustainability training	All OpCos must provide role-specific sustainability training to all their employees and have a programme that offers sustainability training throughout the value chain focusing on tenants and tier 1 suppliers	Ensure all employees within selected priority category take part in sustainability training programme	<b>Achieved</b>
 Human rights and employment conditions	All OpCos must promote the advancement of international human rights by ensuring accommodation and employment conditions for all employees and direct (tier one) contractors comply with the International Labour Organisation’s (ILO) eight core conventions	Continue to ensure all direct employees and Tier 1 contractor accommodation and employment conditions are contingent with ILO standards	<b>Achieved</b>
 Health & safety	Not Applicable	Achieve an accident frequency rate lower than international best practice country-average for the construction industry	<b>Achieved</b>
 Changing role of women in the workplace	Not Applicable	Create a voluntary Women in the Workplace Working Group to review the experience of women in Properties’ different workplaces and make recommendations to the board on the development of a equality, diversity and inclusion policy (including annual monitoring of gender breakdown and equality perceptions)	<b>Not achieved</b>



## MAJID AL FUTTAIM – RETAIL

TRANSFORMING LIVES			
Material Issue	2022 Sustainable Business Commitment	2019 Target	Overall Status
 Local economic development – Local expenditure	All OpCos must annually increase the proportion of expenditure which contributes to the local economy	Assess the possibility to invest in local infrastructure for new markets	<b>Achieved</b>
 Local economic development – Enterprise Hub	All OpCos must invest in an enterprise hub which supports the development of skills and entrepreneurship in line with local needs	Intentionally blank (No target applies here as there's no real existing initiative in this area, would only kick in after the skills gap exercise has been conducted)	<b>Achieved</b>
 Disruptive technology	All OpCos must invest in an innovation centre of excellence to drive improvement in sustainability performance across Majid Al Futtaim's omnichannel platform	In response to the requirement set by the company, identify and if relevant pilot innovative technologies/ideas	<b>Achieved</b>
 Customer experience	All OpCos must participate in a Customer Experience Taskforce to implement a programme that uses sustainability to enrich the customer experience across Majid Al Futtaim's omnichannel platform	Map and embed sustainability in top 5 customer journeys	<b>Achieved</b>
 Community Wellbeing & Public realm	Not Applicable	Pilot a community engagement campaign to raise money for community organisations identified by the local community in at least one store in each country, and develop a plan for rolling out the campaign across all stores.	<b>Not achieved</b>
 Responsible procurement	Not Applicable	Conduct a supply chain risk assessment to identify most high-risk product lines and develop a continuous improvement plan	<b>Achieved</b>
 Healthy Products and Services	Not Applicable	Increase sales in healthy food products through a targeted marketing campaign in the UAE	<b>Achieved</b>
RETHINKING RESOURCES			
Material Issue	2022 Sustainable Business Commitment	2019 Target	Overall Status
 Circular Economy	All OpCos must embed circular economy principles into business operations to minimise harmful impacts on the environment and generate new revenue streams	Identify and implement three opportunities for Circular Economy	<b>Achieved</b>
 Biodiversity & ecosystem services	Not Applicable	Conduct a risk assessment of Carrefour's activities in relation to SDGs 14 Life below water and 15 Life on land	<b>Achieved</b>
 Climate change adaptation	Not Applicable	Develop a climate change risk assessment template for continuity of supply	<b>Achieved</b>
EMPOWERING OUR PEOPLE			
Material Issue	2022 Sustainable Business Commitment	2019 Target	Overall Status
 Attracting and retaining future talent	All OpCos must embed sustainability within their attraction, retention and development programmes in order to meet the evolving values of the workforce	Integrate sustainability messaging in all employee value proposition collateral	<b>Achieved</b>
 Healthy workplaces	As part of Retail's wellbeing programme, align existing offices to Majid Al Futtaim's Healthy workplaces guidelines and organise health and well being events	As part of Retail's wellbeing programme, align existing offices to Majid Al Futtaim's Healthy workplaces guidelines and organise health and well being events	<b>Not achieved</b>
 Sustainability training	All OpCos must provide role-specific sustainability training to all their employees and have a programme that offers sustainability training throughout the value chain focusing on tenants and tier 1 suppliers	Ensure all employees within selected priority category take part in sustainability training programme	<b>Achieved</b>
 Human rights and employment conditions	All OpCos must promote the advancement of international human rights by ensuring accommodation and employment conditions for all employees and direct (tier one) contractors comply with the International Labour Organisation's (ILO) eight core conventions	Audit all accommodation facilities provided to the employees of our top five Tier 1 Contractors in the Gulf Cooperation Council countries in which we operate	<b>Not achieved</b>
 Health & safety, & product quality & safety	Not Applicable	Achieve ISO 45001 certification for UAE operations in 2019 and develop a plan for obtaining certification across all operations from 2019 onwards	<b>Achieved</b>
 Changing role of women in the workplace	Not Applicable	Create a voluntary Women in the Workplace Working Group to review the experience of women in Retail's different workplaces and make recommendations to the board on the development of a equality, diversity and inclusion policy (including annual monitoring of gender breakdown and equality perceptions)	<b>Not achieved</b>

## MAJID AL FUTTAIM – VENTURES

TRANSFORMING LIVES			
Material Issue	2022 Sustainable Business Commitment	2019 Target	Overall Status
 Local economic development – Local expenditure	All OpCos must annually increase the proportion of expenditure which contributes to the local economy	Assess the possibility to invest in local infrastructure for new markets	<b>Achieved</b>
 Local economic development – Enterprise Hub	All OpCos must invest in an enterprise hub which supports the development of skills and entrepreneurship in line with local needs	Invest in mitigating local youth unemployment through local partnerships	<b>Achieved</b>
 Disruptive technology	All OpCos must invest in an innovation centre of excellence to drive improvement in sustainability performance across Majid Al Futtaim's omnichannel platform	In response to the requirement set by the company, identify and if relevant pilot innovative technologies/ideas	<b>Achieved</b>
 Customer experience	All OpCos must participate in a Customer Experience Taskforce to implement a programme that uses sustainability to enrich the customer experience across Majid Al Futtaim's omnichannel platform	Map and embed sustainability in top 5 customer journeys	<b>Achieved</b>
 Community Wellbeing & Public realm	Not Applicable	Expand accessible screening programme to provide specialised access to people with additional care needs across all ventures entertainment businesses in all countries in which it operates	<b>Achieved</b>
 Responsible procurement	Not Applicable	Implement a supplier code of conduct and monitor suppliers' performance against key environmental, social and ethical risks	<b>Achieved</b>
 Promoting sustainable lifestyles	Not Applicable	Hold a Dare Today Change Tomorrow film festival in VOX cinemas in the UAE to raise awareness and promote sustainable behaviours	<b>Achieved</b>
RETHINKING RESOURCES			
Material Issue	2022 Sustainable Business Commitment	2019 Target	Overall Status
 Circular Economy	All OpCos must embed circular economy principles into business operations to minimise harmful impacts on the environment and generate new revenue streams	Identify and implement three opportunities for Circular Economy	<b>Achieved</b>
 Climate change adaptation	Not Applicable	As part of standard risk assessments, ensure the organisation carefully reviews climate risks to its assets, including extended periods of drought, rising sea levels, increased temperatures, etc., and has plans in place to deal with such situations	<b>Achieved</b>
EMPOWERING OUR PEOPLE			
Material Issue	2022 Sustainable Business Commitment	2019 Target	Overall Status
 Attracting and retaining future talent	All OpCos must embed sustainability within their attraction, retention and development programmes in order to meet the evolving values of the workforce	Integrate sustainability messaging in all employee value proposition collateral	<b>Achieved</b>
 Healthy workplaces	All OpCos must have a wellbeing programme in place and measurable real improvements in employee health, wellbeing and productivity	As part of Ventures' wellbeing programme, align existing offices to Majid Al Futtaim's Healthy workplaces guidelines and organise health and well being events	<b>Not achieved</b>
 Sustainability training	All OpCos must provide role-specific sustainability training to all their employees and have a programme that offers sustainability training throughout the value chain focusing on tenants and tier 1 suppliers	Ensure all employees within selected priority category take part in sustainability training programme	<b>Achieved</b>
 Human rights and employment conditions	All OpCos must promote the advancement of international human rights by ensuring accommodation and employment conditions for all employees and direct (tier one) contractors comply with the International Labour Organisation's (ILO) eight core conventions	Audit all accommodations provided to Tier 1 contractors' workers	<b>Not achieved</b>
 Health & Safety	Not Applicable	Achieve ISO 45001 certification for the Health & Safety Management System across all business units	<b>Not achieved</b>
 Changing role of women in the workplace	Not Applicable	Create a voluntary Women in the Workplace Working Group to review the experience of women in Ventures different workplaces and make recommendations to the board on the development of a equality, diversity and inclusion policy (including annual monitoring of gender breakdown and equality perceptions)	<b>Not achieved</b>

# MAJID AL FUTTAIM 2019 ENVIRONMENTAL DATA



## INTRODUCTION

This data report provides an overview of the environmental performance of Majid Al Futtaim's assets. It fulfills our aspiration to Lead by Example through increasing transparency of our reporting.

The data in this appendix supplements the key performance indicators and long term target progress under the focus area of Rethinking Resources of Majid Al Futtaim's Sustainability Report 2019.

The European Public Real Estate Association (EPRA), Sustainability Best Practices Reporting Guidelines and the requirements of the Global Real Estate Sustainability Benchmark have been used as a guide for the content of the following tables.

## REPORTING PERIOD

All data in this report covers our latest reporting year (2019) for Majid Al Futtaim's absolute impacts, and the two latest reporting years (2018 and 2019) for its like-for-like impacts.

## BOUNDARIES

We report on assets where Majid Al Futtaim has operational control. This means that we only report on assets where we have some form of management control, such as property management, and excludes properties where we have a financial investment but no managerial control.

This means that we report on the assets where we are directly responsible for their impacts and performance. The report covers all countries where we have assets under our operational control.

The developments included are just those new major construction projects where Majid Al Futtaim - Properties will have operational control, is the major stakeholder and were underway during 2019.

## RESTATED DATA

Some data has been restated where known data gaps have been filled and small errors rectified. The majority of these changes do not result in any material differences, but have allowed for increased coverage in the reporting of these indicators.

## ESTIMATED DATA

For our Properties portfolio, we have reported actual consumption data for all assets. However, where actual energy and water consumption data was unavailable for our Retail and Ventures portfolios, we have estimated the missing consumption data using the following techniques in order of preference:

1. Where 2019 actual consumption data was available for a utility for a particular time period (e.g. month / quarter / year), it was also used for back filling the 2016, 2017, and 2018 data gaps of the same time period.
3. Consumption was calculated from provided cost data, using country-specific average utility unit rates for that year.
5. Consumption was calculated using consumption per unit of floor area benchmarks for assets of the same type.

## GRI & EPRA REFERENCES

We use GRI & EPRA references at the top of each page [e.g. GRI: 302-1, 302-2 | EPRA: Elec-Abs, Fuels-Abs].



## OUR PORTFOLIO

### MAJID AL FUTTAIM - PROPERTIES

We have been able to report on the Shopping Malls and Community Malls under our operation control during 2019, as well as the 13 hotels we own in the UAE and Bahrain.

Additionally all 4 of the offices which we owned in 2019 have been included. Plus we have reported on the phases of our community development at Al Zahia, which have been completed and are now operational. However two other community developments (The Wave and Waterfront City), which we co-own but do not have operational control, are not included in our reporting.

### DEVELOPMENTS

We have reported on all 6 new construction projects which were underway during 2019.

### MAJID AL FUTTAIM - RETAIL

We have reported on all our retail outlets, as well as the supporting facilities including staff accommodation and distribution warehouses.

### MAJID AL FUTTAIM - VENTURES

We have reported on all outlets and supporting corporate office spaces for Fashion, Food and Beverage, Magic Planet, Cinemas, Ski Domes, ENOVA offices, and Waterparks.

OUR PORTFOLIO	2019 ABSOLUTE REPORTING COVERAGE		
	Number of assets	Total floor area	Floor area type
<b>PROPERTIES</b>	<b>44</b>	<b>920,717</b>	
Shopping Malls	16	517,046	CPA
Community Malls	10	37,667	CPA
Offices	4	51,396	GIA
Hotels <sup>#</sup>	13	314,608	GIA
Communities (Operational)	1	N/R	Land area
<b>DEVELOPMENTS<sup>^</sup></b>	<b>6</b>	<b>N/R</b>	
Shopping Centres	4	N/R	GIA
Hotels	0	N/R	GIA
Community Developments	2	N/R	Land area
<b>RETAIL</b>	<b>359</b>	<b>1,857,814</b>	
Carrefour - Office	6	11,368	GIA
Mall	2	19,663	GIA
Hypermarkets	127	1,232,646	GIA
Staff Accommodation	25	202,906	GIA
Supermarkets	167	284,585	GIA
Small Supermarkets	26	6,512	GIA
Warehouse	6	100,134	GIA
<b>VENTURES</b>	<b>249</b>	<b>444,114</b>	
ENOVA	1	1,566	GIA
F&B	31	9,191	GIA
Fashion	121	32,181	GIA
Finance	2	2,372	GIA
L&E	47	180,810	GIA
VOX	47	217,994	GIA

<sup>#</sup>Several hotels (Novotel and Ibis DCC, Ibis and Suite Hotel Barsha, and Bahrain Kempinski Grand and Bahrain Kempinski Ixir) are treated as two separate hotels, but with shared back of house.

## COMPANY ABSOLUTE ENERGY CONSUMPTION (kWh)

GRI: 302-1, 302-2 | EPRA: Elec-Abs Fuels-Abs

Operating Companies and Business Units	2019 Coverage	Electricity (kWh) 2019		Other fuels (kWh)* 2019		Cooling (kWh)^ 2019	
		Total Majid Al Futtaim obtained / generated	of which is exclusive tenant consumption	Total Majid Al Futtaim obtained / generated	of which is exclusive tenant consumption	Total Majid Al Futtaim obtained / generated	of which is exclusive tenant consumption
Properties (excl. Ventures & Retail) <sup>#</sup>		661,744,253	225,419,088	74,165,290	-	14,495,857	-
Malls	16 of 16	528,738,981	209,390,366	67,969,282	-	11,664,878	N/A
Community Malls	10 of 10	39,045,041	15,890,889	-	-	2,830,978	N/A
Hotels	13 of 13	72,740,575	N/A	-	-	-	N/A
Offices	4 of 4	10,320,162	137,834	-	-	-	N/A
Communities (operational)	1 of 1	1,164,729	N/A	-	-	-	N/A
Developments	6 developments	9,734,765	N/A	6,196,008	-	N/A	N/A
Retail <sup>§</sup>		680,107,399	-	46,062,920	-	81,854,633	-
Carrefour - office	6 of 6	859,814	N/A	-	N/A	271,450	N/A
Mall	2 of 2	33,028,830	N/A	1,224,343	N/A	-	N/A
Hypermarkets	127 of 127	408,301,512	N/A	36,954,489	N/A	75,662,984	N/A
Staff Accommodation	25 of 25	43,696,022	N/A	175,440	N/A	54,961	N/A
Small Supermarkets	26 of 26	4,847,996	N/A	10,526	N/A	204,209	N/A
Supermarkets	167 of 167	144,799,586	N/A	7,698,122	N/A	5,661,029	N/A
Warehouse	6 of 6	44,573,639	N/A	-	N/A	-	N/A
Ventures		112,212,206	-	774,633	-	37,386,208	-
ENOVA	1 of 1	198,164	N/A	-	N/A	-	N/A
F&B	31 of 31	3,142,894	N/A	-	N/A	-	N/A
Fashion	121 of 121	6,426,491	N/A	-	N/A	799,597	N/A
Finance	2 of 2	225,203	N/A	-	N/A	-	N/A
L&E	47 of 47	54,431,010	N/A	774,633	N/A	10,088,611	N/A
VOX	47 of 47	47,788,444	N/A	-	N/A	26,498,000	N/A

\* Other fuels includes Natural Gas, LPG, Petrol and Diesel used at a small number of AssetSites within the Properties Operating Company and across the Retail and Ventures Operating Companies.

# Reported electricity consumption for the Hotels portfolio includes some non-electric energy (converted to kWh electricity equivalent) used to provide heating and cooling to the hotels.

^ Cooling energy is measured in kWh of cooling for District Cooling schemes. However for Retail and Ventures where cooling is received from the AssetSites' landlord it is measured in kWh of electricity equivalent.

§ Other fuels for the Retail Operating Company includes fuels for owned fleet and fuels used within buildings

## COMPANY LIKE FOR LIKE ENERGY CONSUMPTION (kWh)

GRI: G4-EN6 | EPRA: Elec-LfL, Fuels-LfL

Operating Companies and Business Units	Coverage	Electricity (kWh)				Other fuels (kWh)*				Cooling (kWh)^			
		2018		2019		2018		2019		2018		2019	
		Total Majid Al Futtaim obtained	of which is exclusive tenant consumption	Total Majid Al Futtaim obtained	of which is exclusive tenant consumption	Total Majid Al Futtaim obtained	of which is exclusive tenant consumption	Total Majid Al Futtaim obtained	of which is exclusive tenant consumption	Total Majid Al Futtaim obtained	of which is exclusive tenant consumption	Total Majid Al Futtaim obtained	of which is exclusive tenant consumption
Properties (excl. Ventures & Retail) <sup>#</sup>		645,701,828	238,622,961	618,399,618	237,658,566	68,825,584	-	67,969,282	-	12,101,469	-	11,664,878	-
Malls	15 of 15	550,085,066	228,589,722	525,385,824	227,429,946.1	68,825,584	-	67,969,282	-	12,101,469	-	11,664,878	-
Community Malls	7 of 7	17,543,889	9,699,272	16,453,339	9893923.91	-	-	-	-	-	-	-	-
Hotels	12 of 12	67,364,895	N/A	66,240,293	N/A	-	-	-	-	-	-	-	-
Offices	4 of 4	10,708,178	333,967	10,320,162	334,696	-	-	-	-	-	-	-	-
Communities (operational)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Retail		618,387,846	-	584,146,748	-	41,672,158	-	39,222,548	-	78,569,033	-	75,165,745	-
Carrefour - Office	6 of 6	871,077	N/A	859,814	N/A	N/A	-	-	N/A	271,450	N/A	271,450	N/A
Mall	2 of 2	35,665,042	N/A	33,028,830	N/A	1,290,793	N/A	1,224,343	N/A	N/A	N/A	-	N/A
Hypermarkets	101 of 101	398,332,804	N/A	372,677,889	N/A	34,238,686	N/A	31,975,177	N/A	73,491,084	N/A	70,116,514	N/A
Staff Accommodation	24 of 24	44,169,136	N/A	42,948,557	N/A	175,440	N/A	175,440	N/A	54,961	N/A	54,961	N/A
Small Supermarkets	16 of 16	3,697,008	N/A	3,432,311	N/A	-	N/A	-	N/A	171,826	N/A	171,826	N/A
Supermarkets	122 of 122	123,058,366	N/A	118,602,934	N/A	5,967,239	N/A	5,847,588	N/A	4,559,712	N/A	4,550,994	N/A
Warehouse	5 of 5	12,596,413	N/A	12,596,413	N/A	-	N/A	-	N/A	-	N/A	-	N/A
Ventures		96,413,980	-	94,616,445	-	739,985	-	774,633	-	32,170,050	-	30,002,125	-
ENOVA	1 of 1	206,074	N/A	198,164	N/A	-	N/A	-	N/A	-	N/A	-	N/A
F&B	27 of 27	2,968,842	N/A	2,968,842	N/A	-	N/A	-	N/A	-	N/A	-	N/A
Fashion	90 of 90	5,944,013	N/A	5,522,083	N/A	-	N/A	-	N/A	799,335	N/A	799,597	N/A
Finance	2 of 2	219,275	N/A	225,203	N/A	-	N/A	-	N/A	-	N/A	-	N/A
L&E	37 of 37	51,593,573	N/A	51,087,071	N/A	739,985	N/A	774,633	N/A	9,776,361	N/A	8,908,001	N/A
VOX	30 of 30	35,462,202	N/A	34,615,083	N/A	-	N/A	-	N/A	21,414,354	N/A	20,294,526	N/A

\* Other fuels includes Natural Gas, LPG, Petrol and Diesel.

^ Cooling energy is measured in kWh of cooling for District Cooling schemes. However for Retail and Ventures where cooling is received from the AssetSites' landlord it is measured in kWh of electricity equivalent.

# No assets within the Communities portfolio are included in the like-for-like analysis as the only applicable asset, Al Zahia, is still under development.



## MAJID AL FUTTAIM - PROPERTIES LANDORLD SHARED SERVICES ELECTRICITY INTENSITY (kWh/m<sup>2</sup>/yr)

GRI: 302-3 | EPRA: Energy-Int

Portfolios	2019 coverage	Denominator	Electricity intensity (kWh / m <sup>2</sup> / yr)			
			2016	2017	2018	2019
			Electricity intensity	Electricity intensity	Electricity intensity	Electricity intensity
<b>Malls</b>			827	802	789	735
UAE	8 of 8	Common parts area (m <sup>2</sup> )	948	935	995	934
Bahrain	1 of 1		575	561	509	461
Oman	2 of 2		821	765	749	722
Egypt	4 of 4		744	626	637	580
Lebanon	1 of 1		700	695	615	571
<b>Community Malls</b>			637	627	781	689
UAE	9 of 9	Common parts area (m <sup>2</sup> )	637	627	781	689
<b>Hotels</b>			242	241	228	231
UAE	11 of 11	Gross internal area (m <sup>2</sup> )	241	241	233	232
Bahrain	2 of 2		251	243	205	228
<b>Offices*</b>			271	252	218	211
UAE	4 of 4	Gross internal area (m <sup>2</sup> )	271	252	218	211
<b>Communities*</b>			N/A	N/A	N/A	N/A
UAE	N/A	N/A	N/A	N/A	N/A	N/A

Numerator: Common parts and shared services electricity consumption [except for Hotels and Offices where Whole Building energy consumption is used] has been used to measure Majid Al Futtaim's building efficiency as electricity makes up the vast majority of its energy consumption and data is available for the last 4 years.

Denominator: Common parts floor area is used to normalise the Common parts and shared services electricity consumption as this is a direct match of numerator and denominator. In all other cases, Gross Internal Area is used.

# No assets within the Communities portfolio are included in the intensity analysis as the only applicable asset, Al Zahia, is still under development

## COMPANY ABSOLUTE GREENHOUSE GAS EMISSIONS (tCO<sub>2</sub>e)

GRI: 305-1, 305-2, 305-3 | EPRA: GHG Dir-Abs, GHG Indir-Abs

Operating Companies and Business Units	2019 Coverage	Emissions (tCO <sub>2</sub> e)		
		Scope 1	Scope 2*	Scope 3
<b>Properties (excl. Ventures &amp; Retail)</b>		23,254	227,997	175,978
<b>Malls</b>	16 of 16	19,686	167,417	153,506
<b>Community Malls</b>	10 of 10	475	10,977	12,241
<b>Hotels</b>	13 of 13	2,776	42,921	2,869
<b>Offices</b>	4 of 4	263	6,059	263
<b>Communities (operational)</b>	1 of 1	54	624	47
<b>Developments</b>	6 developments	n/a	n/a	7,051
<b>Retail</b>		159,944	421,456	37,508
<b>Carrefour - office</b>	6 of 6	3,435	624	42
<b>Mall</b>	2 of 2	374	21,761	1,336
<b>Hypermarkets</b>	127 of 127	105,988	272,066	24,224
<b>Staff Accommodation</b>	25 of 25	552	25,570	2,010
<b>Small Supermarkets</b>	26 of 26	2,117	2,734	198
<b>Supermarkets</b>	167 of 167	47,374	74,666	7,581
<b>Warehouse</b>	6 of 6	104	24,034	2,117
<b>Ventures</b>		561	86,662	5,276
<b>ENOVA</b>	1 of 1	-	113	9
<b>F&amp;B</b>	31 of 31	9	1,794	136
<b>Fashion</b>	121 of 121	7	4,406	314
<b>Finance</b>	2 of 2	43	128	10
<b>L&amp;E</b>	47 of 47	418	36,519	2,538
<b>VOX</b>	47 of 47	85	43,702	2,269

\* District cooling GHG emissions are calculated using a UK district steam conversion factor due to lack of available factors for district cooling in the UAE. Received cooling from landlord supplies is included as scope 2.  
Fugitive emissions from refrigerant top-ups are included in scope 1.  
Embodied emissions are not included in the table above.

## COMPANY LIKE-FOR-LIKE GREENHOUSE GAS EMISSIONS (tCO<sub>2</sub>e)

GRI: 305-4 | EPRA: GHG-Dir-LfL, GHG-Indir-LfL

Operating Companies and Business Units	Coverage	Emissions (tCO <sub>2</sub> e)*								
		Scope 1			Scope 2			Scope 3		
		2018	2019	% change	2018	2019	% change	2018	2019	% change
Properties [excl. Ventures & Retail]		22,877	23,184	1%	243,507	214,453	-12%	178,566	164,695	-8%
Malls	15 of 15	19,403	19,686	1%	189,349	165,075	-13%	168,542	155,455	-8%
Community Malls	7 of 7	451	475	5%	5,103	4,095	-20%	6,756	6,389	-5%
Hotels	12 of 12	2,760	2,760	0%	42,340	39,224	-7%	2,967	2,588	-13%
Offices	4 of 4	263	263	0%	6,715	6,059	-10%	302	263	-13%
Communities (operational)#	N/A	N/A	N/A	-	N/A	N/A	-	N/A	N/A	-
Retail		148,174	148,401	0%	409,911	367,461	-10%	34,627	32,447	-6%
Carrefour - Office	6 of 6	27	3,435	12629%	648	624	-4%	41	42	2%
Mall	2 of 2	433	374	-14%	24,705	21,761	-12%	1,567	1,336	-15%
Hypermarkets	101 of 101	112,232	98,966	-12%	281,316	249,076	-11%	23,833	22,045	-7%
Staff Accommodation	24 of 24	1,723	552	-68%	26,857	25,207	-6%	2,075	1,987	-4%
Small Supermarkets	16 of 16	800	1,452	81%	2,353	2,050	-13%	172	148	-14%
Supermarkets	122 of 122	32,925	43,599	32%	66,708	61,757	-7%	6,103	6,047	-1%
Warehouse	5 of 5	34	24	-31%	7,325	6,986	-5%	837	822	-2%
Ventures		400	471	18%	76,717	70,672	-8%	4,647	4,250	-9%
ENOVA	1 of 1			-	125	113	-10%	10	9	-10%
F&B	27 of 27	9	9	0%	1,861	1,774	-5%	139	135	-3%
Fashion	90 of 90	34	6	-81%	4,254	3,831	-10%	276	269	-2%
Finance	2 of 2	8	43	429%	133	128	-4%	10	10	-4%
L&E	37 of 37	349	413	19%	35,667	33,402	-6%	2,523	2,368	-6%
VOX	30 of 30	81	32	-60%	34,675	31,425	-9%	1,689	1,459	-14%

\* Emissions are measured in tonnes of CO<sub>2</sub> equivalent which is the combined weight of the main Greenhouse Gases (CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O in the case of the energies used by Majid Al Futtaim) that contribute to climate change as identified by the Kyoto Protocol.

# No assets within the Communities portfolio are included in the like-for-like analysis as the only applicable asset, Al Zahia, is still under development  
Fugitive emissions from refrigerant top-ups are included in scope 1.  
Embodied emissions are not included in the table above.

## MAJID AL FUTTAIM - PROPERTIES SCOPE 1 AND 2 GREENHOUSE GAS EMISSIONS (tCO<sub>2</sub>e/m<sup>2</sup>/yr)

GRI: 305-4 | EPRA: GHG-Int

Portfolios	2019 coverage	Denominator	Scope 1 and 2 GHG Emissions intensity (kg CO <sub>2</sub> e / m <sup>2</sup> / yr)			
			2016	2017	2018	2019
Malls			598	564	503	445
UAE	8 of 8	Common parts area (m <sup>2</sup> )	622	592	600	525
Bahrain	1 of 1		461	447	406	352
Oman	2 of 2		497	437	420	372
Egypt	3 of 3		332	281	286	257
Lebanon	1 of 1		1,476	1,394	1,167	1,102
Community Malls			465	424	508	408
UAE	8 of 8	Common parts area (m <sup>2</sup> )	465	424	508	408
Hotels			160	155	144	136
UAE	11 of 11	Gross internal area (m <sup>2</sup> )	154	150	141	132
Bahrain	2 of 2		191	185	155	163
Offices			174	156	133	120
UAE	4 of 4	Gross internal area (m <sup>2</sup> )	174	156	133	120
Communities#			N/A	N/A	N/A	N/A
UAE	N/A	N/A	N/A	N/A	N/A	N/A

Numerator: CO<sub>2</sub> emissions related to building energy consumption (excluding fugitive emissions from refrigerant top-ups) under Majid Al Futtaim's direct control, i.e. scopes 1 and 2. Emissions are measured in tonnes of CO<sub>2</sub> equivalent which is the combined weight of the main Greenhouse Gases (CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O in the case of the energies used by Majid Al Futtaim) that contribute to climate change as identified by the Kyoto Protocol.

Denominator: Common parts floor area is used to normalise the Common parts and shared services emissions as this is a direct match of numerator and denominator. In all other cases Gross Internal Area is used.

# No assets within the Communities portfolio are included in the intensity analysis as the only applicable asset, Al Zahia, is still under development

## COMPANY ABSOLUTE WATER CONSUMPTION (m<sup>3</sup>)

GRI: 303-5 | EPRA: Water-Abs

Operating Companies and Business Units	2019 Coverage	Water (m <sup>3</sup> ) 2019	
		Total Majid Al Futtain obtained	of which is exclusive tenant consumption
Properties (excl. Ventures & Retail)		4,703,948	845,827
Malls	16 of 16	3,674,000	794,684
Community Malls	10 of 10	157,560	49,171
Hotels	13 of 13	494,346	N/A
Offices	4 of 4	44,605	1,972
Communities (operational)	1 of 1	142,555	N/A
Developments	6 developments	190,883	N/A
<b>Retail</b>		<b>1,997,738</b>	
Carrefour - Office	6 of 6	7,242	N/A
Mall	2 of 2	95,362	N/A
Hypermarkets	127 of 127	885,570	N/A
Staff Accommodation	25 of 25	669,054	N/A
Small Supermarkets	26 of 26	3,828	N/A
Supermarkets	167 of 167	267,385	N/A
Warehouse	6 of 6	69,299	N/A
<b>Ventures</b>		<b>360,580</b>	
ENOVA	1 of 1	1,105	N/A
F&B	31 of 31	5,109	N/A
Fashion	121 of 121	7,430	N/A
Finance	2 of 2	-	N/A
L&E	47 of 47	156,150	N/A
VOX	47 of 47	190,785	N/A

\* Includes water withdrawn from all sources, i.e. municipal supplies, treated sewage effluent and desalination (reverse osmosis) plants.

## COMPANY LIKE-FOR-LIKE WATER CONSUMPTION (m<sup>3</sup>)

EPRA: Water-LfL

Operating Companies and Business Units	Coverage	Water (m <sup>3</sup> )			
		2018		2019	
		Total Majid Al Futtain obtained	of which is exclusive tenant consumption	Total Majid Al Futtain obtained	of which is exclusive tenant consumption
Properties (excl. Ventures & Retail)		4,447,156	1,068,474	4,198,641	1,052,231
Malls	15 of 15	3,870,630	1,034,058	3,645,777	1,024,786
Community Malls	7 of 7	56,386	34,416	46,864	27,445
Hotels	12 of 12	470,695	N/A	459,423	N/A
Offices	4 of 4	49,446	N/A	46,577	N/A
Communities (operational) <sup>#</sup>	N/A	-	N/A	-	N/A
<b>Retail</b>		<b>1,842,313</b>		<b>1,780,501</b>	
Carrefour - Office	6 of 6	7,242	N/A	7,242	N/A
Mall	2 of 2	96,837	N/A	95,362	N/A
Hypermarkets	101 of 101	828,872	N/A	806,166	N/A
Staff Accommodation	24 of 24	653,528	N/A	646,727	N/A
Small Supermarkets	16 of 16	3,574	N/A	2,439	N/A
Supermarkets	122 of 122	231,757	N/A	202,061	N/A
Warehouse	5 of 5	20,504	N/A	20,504	N/A
<b>Ventures</b>		<b>308,175</b>		<b>311,368</b>	
ENOVA	1 of 1	553	N/A	1,105	N/A
F&B	27 of 27	5,045	N/A	5,045	N/A
Fashion	90 of 90	4,004	N/A	7,065	N/A
Finance	2 of 2	-	N/A	-	N/A
L&E	37 of 37	153,912	N/A	156,065	N/A
VOX	30 of 30	144,661	N/A	142,087	N/A

<sup>#</sup> No assets within the Communities portfolio are included in the like-for-like analysis as the only applicable asset, Al Zahia, is still under development.

## MAJID AL FUTTAIM - PROPERTIES LANDLORD WATER INTENSITY (m<sup>3</sup>/m<sup>2</sup>/yr)

### EPRA: Water-Int

Portfolios	2019 coverage	Denominator	Water intensity (m <sup>3</sup> / m <sup>2</sup> / yr)			
			2016	2017	2018	2019
			Total MAFP obtained	Total MAFP obtained	Total MAFP obtained	Total MAFP obtained
<b>Malls</b>			7.9	7.6	6.6	6.1
UAE	8 of 8	Common parts area (m <sup>2</sup> )	7.8	7.8	7.3	6.8
Bahrain	1 of 1		6.4	6.3	6.2	5.5
Oman	2 of 2		6.2	5.8	7.3	6.8
Egypt	4 of 4		10.8	9.6	4.9	4.5
Lebanon	1 of 1		10.9	8.8	7.7	6.6
<b>Community Malls</b>			1.8	1.6	2.1	1.5
UAE	9 of 9	Common parts area (m <sup>2</sup> )	1.8	1.6	2.1	1.5
<b>Hotels</b>			1.8	1.9	1.6	1.6
UAE	11 of 11	Gross internal area (m <sup>2</sup> )	1.7	1.7	1.8	1.6
Bahrain	2 of 2		2.6	3.0	1.5	1.6
<b>Offices</b>			1.9	1.3	1.0	0.9
UAE	4 of 4	Gross internal area (m <sup>2</sup> )	1.9	1.3	1.0	0.9
<b>Communities<sup>#</sup></b>			N/A	N/A	N/A	N/A
UAE	N/A	N/A	N/A	N/A	N/A	N/A

Numerator: Common parts and shared services water consumption (except for Hotels and Offices where Whole Building water consumption is used) has been used to measure Majid Al Futtaim's building efficiency.  
Denominator: Common parts floor area is used to normalise the Common parts and shared services water consumption as this is a direct match of numerator and denominator. In all other cases, Gross Internal Area is used.

# No assets within the Communities portfolio are included in the intensity analysis as the only applicable asset, Al Zahia, is still under development

## MAJID AL FUTTAIM - PROPERTIES ABSOLUTE WASTE DISPOSAL (tonnes)

### GRI: 306-2 | EPRA: Waste-Abs

Operating Company and Business Units	2019 Coverage	Waste (tonnes) 2019			
		Total waste	Recycled	Landfilled	% recycled
<b>Properties (excl. Ventures &amp; Retail)</b>		54,977	19,428	35,550	35%
Malls	13 of 16	35,718	9,433	26,285	26%
Community Malls	10 of 10	3,143	318	2,825	10%
Hotels	13 of 13	1,933	540	1,393	28%
Offices	4 of 4	97	57	39	59%
Communities (operational)	1 of 1	792	193	599	24%
Developments*	6 developments	13,294	8,886	4,408	67%

\* Reported waste data for Majid Al Futtaim Properties' developments includes excavation and demolition waste

## MAJID AL FUTTAIM - PROPERTIES LIKE-FOR-LIKE WASTE BY DISPOSAL ROUTE (tonnes)

### EPRA: Waste-LfL

Operating Company and Business Units	Coverage	Waste (Tonnes)							
		2018				2019			
		Total waste	Recycled	Landfilled	% recycled	Total waste	Recycled	Landfilled	% recycled
Properties (incl. some Ventures & Retail)		56,804	14,364	42,440	25%	39,908	9,947	29,961	25%
Malls	12 of 15	51,513	13,766	37,747	27%	35,718	9,433	26,285	26%
Community Malls	7 of 7	3,358	153	3,205	4%	2,384	141	2,243	6%
Hotels	12 of 12	1,833	393	1,440	21%	1,709	316	1,393	18%
Offices	4 of 4	100	52	48	52%	97	57	39	59%
Communities (operational) <sup>#</sup>	N/A	N/R	N/R	N/R	-	N/R	N/R	N/R	-

<sup>#</sup> No assets within the Communities portfolio are included in the like-for-like analysis as the only applicable asset, Al Zahia, is still under development.



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