

NATIONAL CORPORATION FOR TOURISM & HOTELS

SUSTAINABILITY REPORT 2025

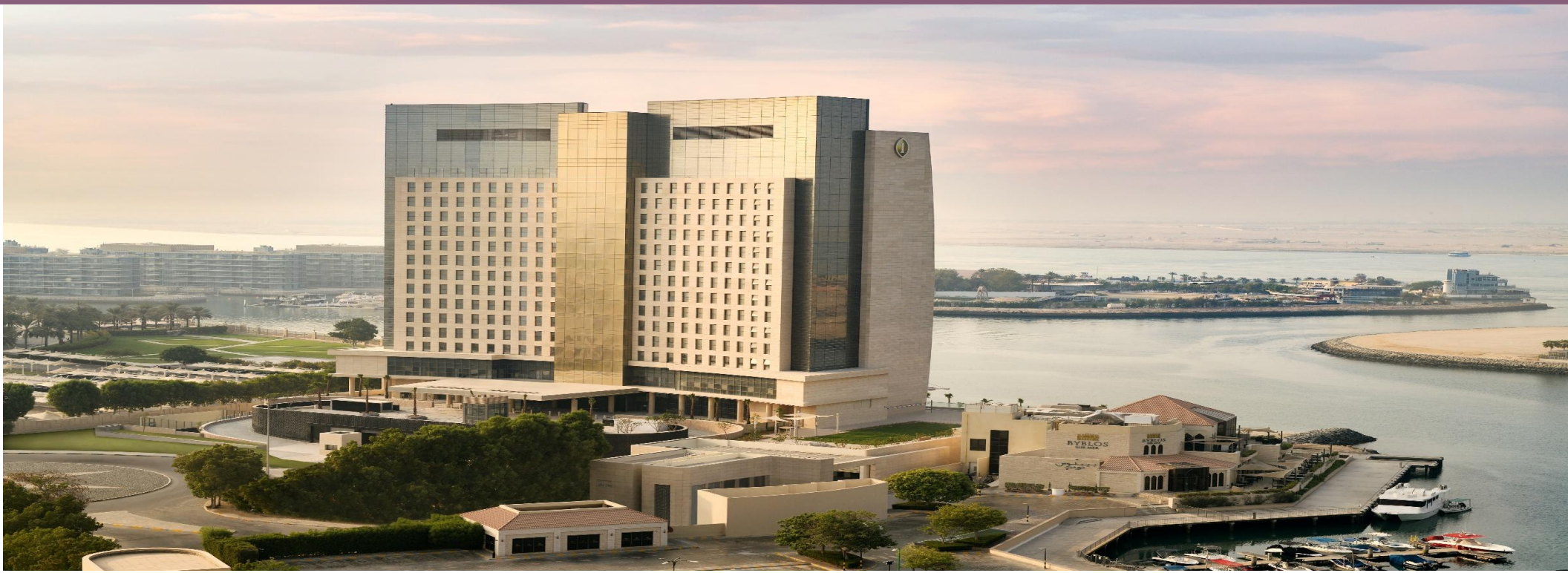
Letter to Stakeholders



We are proud to present this Sustainability Report—a celebration of our unwavering commitment to creating a brighter, more sustainable future for our people, our planet, and the global community we serve. This report is more than a reflection of progress; it is a testament to our spirit of innovation, responsible leadership, and the values that drive NCT&H to redefine excellence across tourism, catering, and support services.

In a world that's evolving faster than ever, we choose to lead with purpose—to embed sustainability not as an initiative, but as a way of life woven into every decision we make. Empowered by knowledge and inspired by our shared vision, we continue to champion progress that uplifts communities, advances economic well-being, and safeguards the environment for future generations.

Each milestone we reach fuels our determination to go further—to innovate, to inspire, and to create lasting impact. The path toward a sustainable future is one of continuous learning and collective effort, and at NCT&H, we walk it with confidence and conviction. For us, true success lies not only in what we achieve today, but in the enduring legacy we build for tomorrow.



About this Report

This report has been prepared in accordance with the GRI Standards: Universal Standards 2021.

Report Assurance

All necessary information has been supplied by each and respective division and has been reviewed and accessed by the department heads. Internal reviews were also dedicated to ensuring the quality and correctness of the information. Our Annual Report for the year 2025 has been audited by Deloitte & Touche (M.E.).

Scope of the Report

This report presents our activities during the year 2025 in the United Arab Emirates only. Financial and statistical data includes the head office, retail, catering, and owned hotels – unless stated otherwise. All monetary figures are expressed in United Arab Emirates Dirhams.

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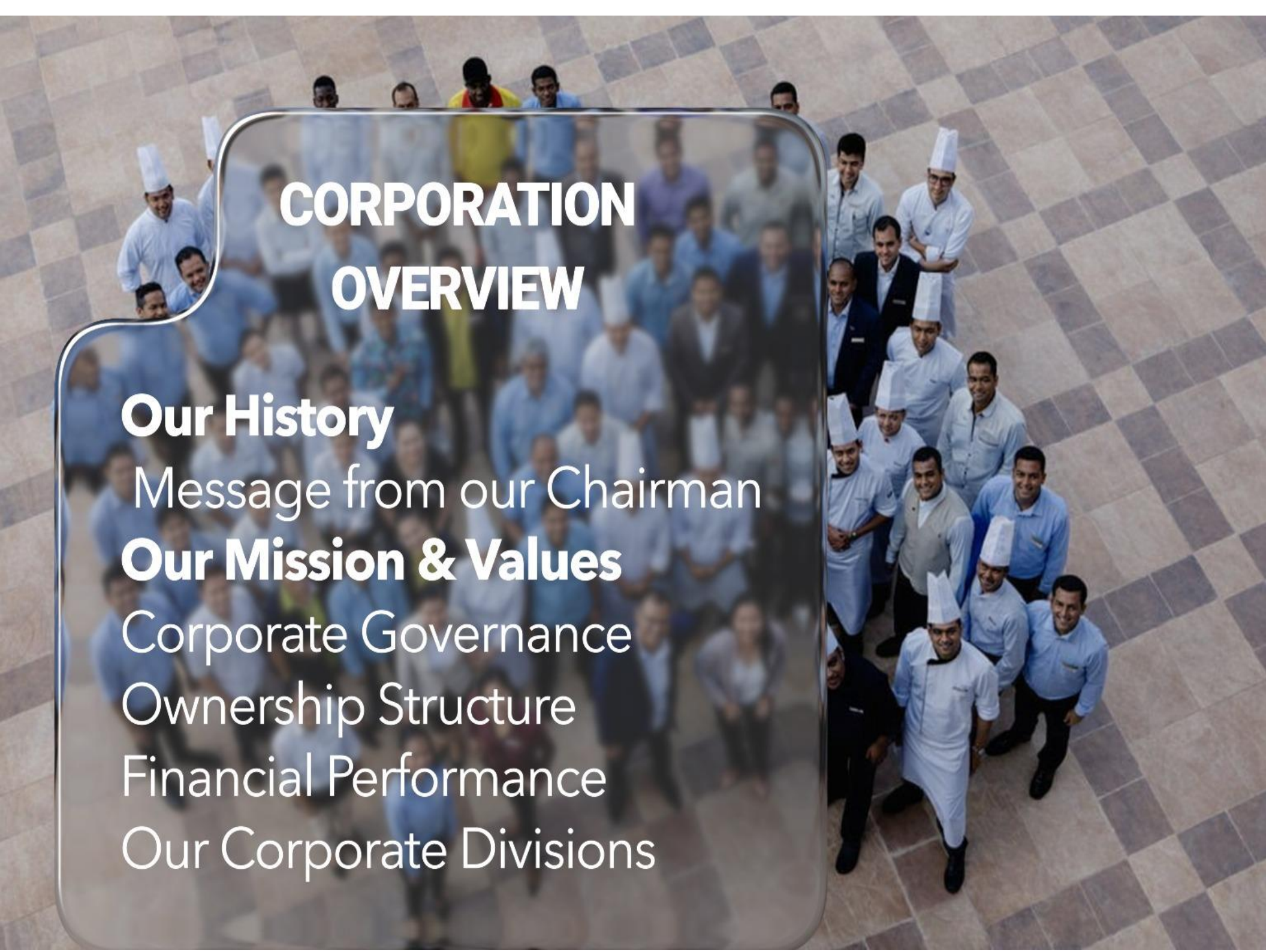

CORPORATION OVERVIEW

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Our history

Tourism knows no boundaries—it is a world without limits, where curiosity connects cultures and exploration brings people closer together. What began as journeys across continents has evolved into a movement that unites humanity through shared experiences, discoveries, and stories. Each traveller embarks on a voyage of learning and wonder, embracing new flavours, traditions, and ways of life that enrich both heart and mind.

Since its inception, the National Corporation for Tourism & Hotels (NCT&H) has been at the forefront of shaping Abu Dhabi's identity as a world-class destination. With strategic focus across four pillars—hospitality, catering, transport, and retail—we empower the Emirate's vision by delivering excellence through innovation, quality, and service. Each division operates under experienced leadership, driving forward our mission to create exceptional experiences for every guest and client we serve.

At NCT&H, we envision travel as more than leisure—it is a gateway to understanding, connection, and transformation. We welcome every visitor not merely as a guest, but as a seeker of culture, community, and authenticity. Through our commitment to world-class hospitality, we continue to celebrate the spirit of Arabia, making every journey to Abu Dhabi a memorable and enriching adventure.

Message from our Chairman

The National Corporation for Tourism & Hotels (NCT&H) is leading a new chapter in redefining hospitality across the UAE capital. Our vision is to blend contemporary luxury with the timeless charm of Arabian hospitality, in full alignment with Abu Dhabi's Economic Vision 2030. We aim to inspire guests, elevate standards, and contribute to the city's evolution as a world-class destination.

As the economy gains renewed momentum, we see immense opportunity for expansion and innovation. NCT&H stands ready to shape the future of tourism and hospitality—driving growth through creativity, excellence, and sustainable ambition.

Sustainability lies at the heart of our strategy. We are dedicated to fostering economic progress, empowering our people, and operating responsibly in harmony with the environment. Through innovation and collaboration, we strive to build a legacy where prosperity, community, and sustainability coexist seamlessly.

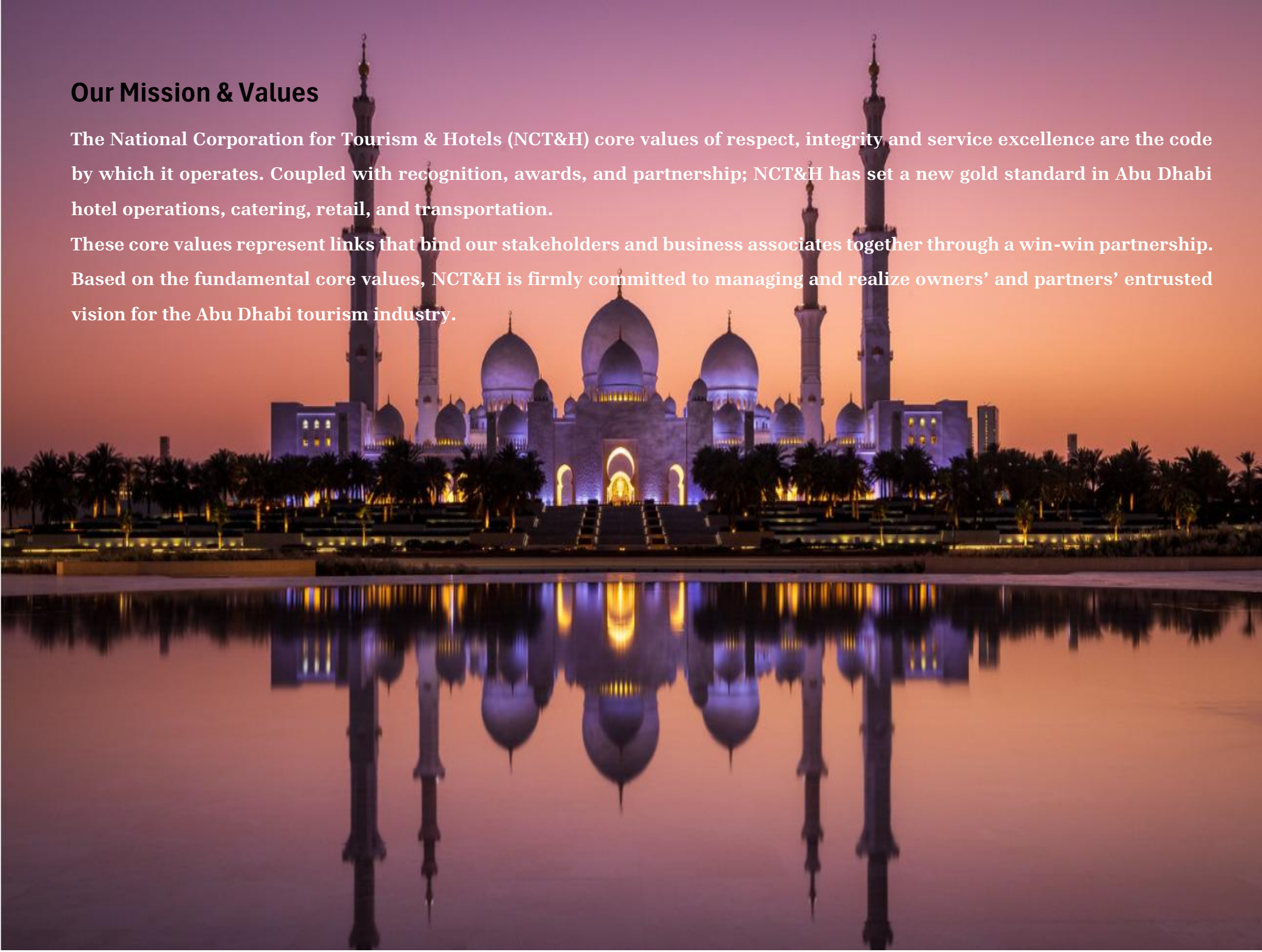
The region's resilience and strong economic foundations continue to inspire confidence in our journey. NCT&H is well positioned to seize new opportunities, creating enduring value for our shareholders and meaningful impact for our communities.

On behalf of the Board, I extend heartfelt gratitude to our shareholders, partners, and employees. Together, we are shaping a future defined by excellence, responsibility, and visionary growth.

H.E. Sultan Dahi Sultan Maasam Alhemeiri

Chairman of the Board





Our Mission & Values

The National Corporation for Tourism & Hotels (NCT&H) core values of respect, integrity and service excellence are the code by which it operates. Coupled with recognition, awards, and partnership; NCT&H has set a new gold standard in Abu Dhabi hotel operations, catering, retail, and transportation.

These core values represent links that bind our stakeholders and business associates together through a win-win partnership. Based on the fundamental core values, NCT&H is firmly committed to managing and realize owners' and partners' entrusted vision for the Abu Dhabi tourism industry.

Corporate Governance

Board of Directors

The Board of Directors are all UAE nationals. The BOD has been active in building a strong corporate governance culture that plays an important role in defining and implementing the standards of responsibility that enable the management to manage the Corporation to the best benefits for shareholders.

Audit Committee

Audit Committee acknowledges the responsibility for review of work mechanism and ensuring its effectiveness. One of the roles of the audit committee is to also oversee the work of both the internal and external auditors.

Management Operating Committee

The MOC is responsible for corporate representation and the expansion of its activities inside and outside the borders of UAE.

Executive Management

Manages the Corporation's business and provides guidance to the executive body in line with the Corporation's objectives, strategies and policies prescribed by the Board of Directors and the provisions of the law and of other legislation related to the work of the Corporation and its activities.

Nomination & Remuneration Committee

Defines policies and criteria for nomination, periodic review, succession, appointment and termination, ensuring the Independency of independent members and conflict of interest.

Follow-up & Supervision Committee of Insider's Transaction

Responsible in notifying insiders with the required controls and legal responsibilities.

Sustainability Committee

Our current governance structures allow us to support the sustainability programs available in the Corporation.



Ownership Structure

Share Capital	2,176,933,385
Listing Date	November 15, 2000
Incorporation	December 11, 1996
Company Type	Public Joint – Stock Company
Auditor	Deloitte & Touche (M.E.)

Our ownership as of 31st December 2025 comprises a percentage of 99.87 local – 17.90 are individually owned while 81.97 are owned by companies. The remaining 0.13 is currently owned by Arabs and other nationalities. There was no bonus shares issued in 2025.

Financial Performance

Below is an overview of our financial performance for the calendar year 2025. These consolidated financial statements are presented in UAE Dirhams (AED) which is the functional currency of the Group.

Note: The figures mentioned below for the year 2024 are shown as comparative figures with year 2025, following the reverse merger of the Company.

Financial Position	**2025 (AED'000)**	**2024 (AED'000)**	**Increase/ (Decrease)**	**% Change**
Total Assets	6,739,944	3,266,732	3,473,212	106.32%
Net Revenue	2,182,592	1,144,844	1,037,748	90.65%
Net Profit	400,972	156,957	244,015	155.47%

Segment Revenue	**2025 (AED'000)**	**2024 (AED'000)**	**Increase/ (Decrease)**	**% Change**
Hotels	1,035,366	603,533	431,833	71.55%
Retail	62,634	-	62,634	-
Catering	482,459	-	482,459	-
Investment Properties	47,362	42,576	4,786	11.24%
Other Services	580,546	511,298	69,248	13.54%



Our Corporate Divisions

For management purposes, the Group is currently organized into four major operating segments. These segments are the basis on which the Group reports its primary segmental information.

Management monitors the operating results of its business units separately for the purpose of making decisions about resource allocations and performance management. Segment performance is measured based on profit or loss. The Group has only one geographical segment – United Arab Emirates.

Hotels & Resorts

The National Corporation for Tourism & Hotels (NCT&H) commands an elite portfolio of Abu Dhabi's premier hotels and resorts, including the iconic InterContinental Hotel Abu Dhabi—a luxury urban oasis; opulent InterContinental Residences from studios to three-bedroom suites; Danat Al Ain Resort in the legendary "Garden City of the Gulf"; and Danat Jebel Dhanna Resort with Dhafra Beach Hotel, featuring 800-meter private beaches near Sir Bani Yas Island—ideal for discerning business and leisure travellers.

Each property blends world-class amenities with authentic Arabian opulence, redefining excellence in Abu Dhabi hospitality.

NCT&H provides masterful asset management and owner advocacy, maximizing returns through optimized cash flows, FF&E oversight, and strategic capital investments in partnership with top operators.

With deep expertise in investment cycles, NCT&H offers tailored advice on prime opportunities and powerhouse strategies to unlock substantial value for partners.

Catering & Support Services

NCT&H Catering and Support Services division was established in 1996 to provide catering and facility management services to organizations across a range of sectors throughout the United Arab Emirates. Our knowledge of international best practice combined with solid experience in local markets positions us as a leading partner in providing comprehensive solutions for our client's individual needs.

As the first Catering and Support Services Company in the Middle East to have achieved 18001 OHSAS accreditation, we are fully committed in promoting the highest Health, Safety & Environmental standards in catering, support services, and human resources. Our Catering Division is the first catering and support Services Company in the region to upgrade 18001 into 45001:2018. We provide a wide array of specialized services to include:

- Contract Food Service
- Camp Accommodation Services
- Facility Management
- Building Maintenance
- Office Services
- Housekeeping and Janitorial Services
- Landscaping
- Pest Control
- Laundry Services
- Recreation Services
- Kitchen Design and Equipment Supply
- Turnkey Service, including planning and construction of all facilities









Retail Division

The NCT&H Retail Division excels in the premium importing, marketing, distribution, and retailing of beverage brands, all meticulously aligned with UAE's rigorous laws and regulations.

Pioneering as Abu Dhabi's premier retail destination, Cheers revolutionizes the shopping experience with curated product ranges, bold promotional strategies, and innovative merchandising that surpass customer expectations.

Powered by elite recruitment and rigorous training, Cheers delivers connoisseur-level personal service, while NCT&H's On-Trade powerhouse expertly supplies agency brands across Abu Dhabi's dynamic market of hotels, clubs, nightclubs, and restaurants, crafting bespoke solutions for each client.

Through dynamic activations, targeted distribution, explosive brand growth, and optimized product flow, NCT&H drives unparalleled success, all while passionately committing to reinvest in Abu Dhabi's community for a legacy of shared prosperity and triumph.





Transportation Division

Complementing hotels and catering operations, NCT&H partners with the National Transport Company (NTC) in a joint venture arrangement to fulfil transfers and large-movement requirements across the UAE. Established in 2002, NTC boasts an extensive fleet of modern luxury buses and new-model Audi and Mercedes-Benz vehicles, delivering exceptional comfort, safety, and reliability at competitive rates. Our commitment to superior guest experiences is reflected in meticulous vehicle maintenance, highly trained drivers, and 24/7 support for car rental, public transportation, airport transfers, and corporate travel.

NTC's reservation system stands at the forefront of regional technology, enabling seamless coordination between operations staff and drivers through satellite GPS and GSM-enabled devices. Connected headsets with car meters ensure real-time communication and precise fare tracking. This integrated system allows our operations centre to optimize routing to avoid congestion, coordinate dispatch requests, and manage destination points and hire fees with utmost accuracy and speed. The result is smoother, safer, and more comfortable journeys for every passenger, whether for individual travellers, VIP guests, or large corporate groups.







F&B Concept & Franchising

NCT&H has established a food and beverage track record which includes franchise handling and/or leading developing F&B concepts.

The following are its core brands of exquisite food and beverage concepts:

- The Old Fox Restaurant
- Luce/Onyx
- Shooters
- Sahria Club
- Al Tarab Club
- Selections
- Byblos Sur Mer
- Tides Restaurant
- Lattitude Jebel Dhanna Bar
- Tea Lounge
- C-View Café
- Waves Jebel Al Dhanna Café
- Zaitoun Jebel Dhanna Restaurant
- Hana Al Dhafra Bar
- Mayadeen Al Dhafra Restaurant
- Café at the lobby
- The Bay Shore
- Fishmarket
- Chamas Churrascaria Brazilian Restaurant
- Arabesque

The following are franchise agreement with local and international affiliations.

- The Belgian Café
- Cho Gao Marina Walk
- Jones Social

ECONOMIC RESPONSIBILITY

Governance & Integrity

Compliance & Ethics

Risk Management

Employment Sustainability

Supporting Local Suppliers

Sustainability Strategy



Governance & Integrity

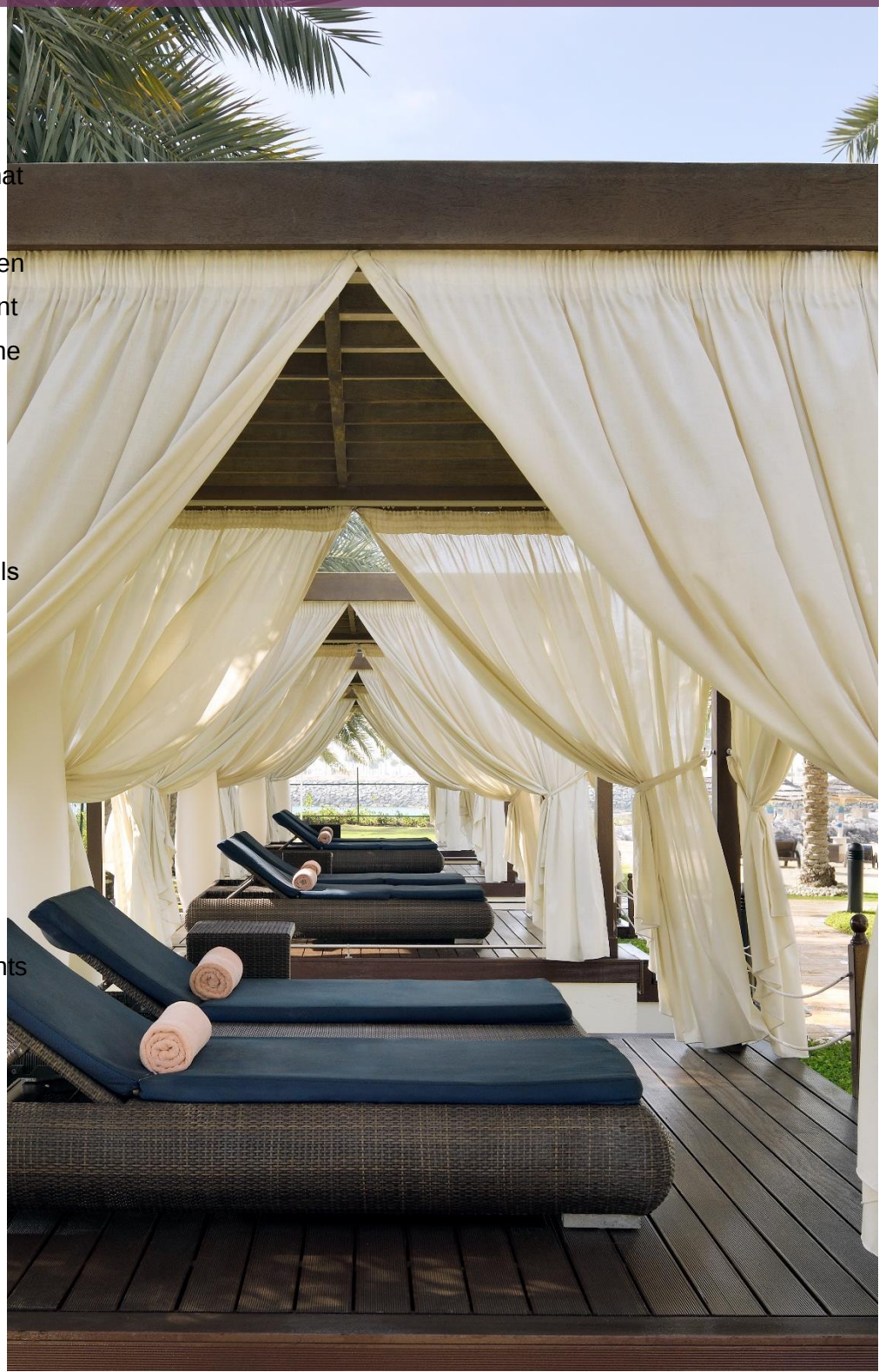
The National Corporation for Tourism and Hotels is committed to the highest standards of management, deriving its values and strategies from a system that integrates ethics, transparency, integrity, disclosure, accountability, and the practices of leading and compliant companies. The Board of Directors has been active in building a strong corporate governance culture that plays an important role in defining and implementing the standards of responsibility that enable the management to manage the Corporation to the best benefit for shareholders.

The role of the management is to run the Corporation's operations and follow the directives of the Board of Directors, ensuring compliance with legal and relevant regulations while pursuing the Corporation's strategic objectives, goals and policies.

Tasks and responsibilities assigned to the executive management include:

1. Providing accurate periodic reports on the financial position of the Corporation.
2. Procedures taken to manage the risk and the internal control system.
3. Enable the Board of Directors to review the objectives, plans and policies set and to review management's performance.
4. Provide necessary information and documents in a timely manner.
5. Provide the regulatory bodies with any information, data, and documents required in accordance with the provisions of the law.

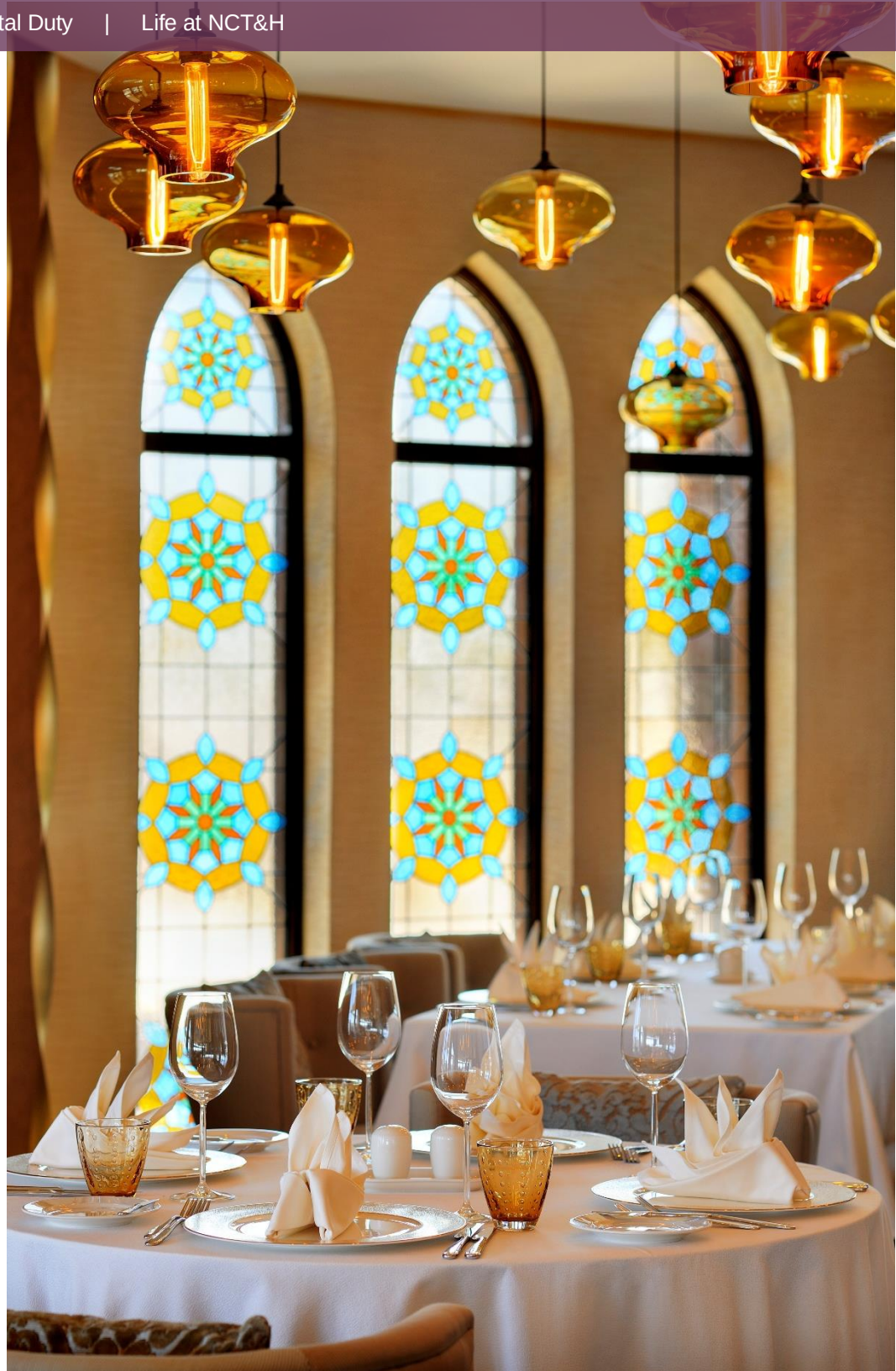
For more information, please refer to our 2025 Corporate Governance Report



Compliance & Ethics

Our corporation fosters a culture grounded in responsibility, ethics, and integrity. We hold ourselves accountable to the highest standards of honesty in every decision and action. Valuing our employees as the core of our success, we champion ethical practices that empower, engage, and inspire our people—driving a workplace where doing what's right defines who we are and how we grow.

Competition and Fair Dealing	NCT&H firmly believes that true success is earned through fair and transparent business practices. We encourage our employees to uphold respect, integrity, and fairness in every interaction—with customers, competitors, and one another.
Equal Opportunities and Anti-Harassment	NCT&H is dedicated to ensuring equal opportunity across every aspect of employment and maintains a zero-tolerance stance toward any form of discrimination or harassment.
Workplace, health, and safety policy	The Company is dedicated to maintaining a consistently safe environment for all team members and guests. To achieve this, we have established comprehensive policies and procedures that promote safety and well-being, and every employee is responsible for adhering to these standards.





Risk Management

The ERM framework defines essential components, suggests a common language, and provides clear direction and guidance for risk management department and its objective in implementing Enterprise Risk Management within the Company. The following four (4) benefits expected to be delivered to the Management:

- Provide Senior Management with a clear, objective picture of the total financial impact of different risks faced by the various departments within NCT&H, and insight into how to mitigate them.
- Establishing a shared understanding among its Board, Executive Management, and employees regarding acceptable and unacceptable risks, to ensure that decisions at all levels align with the risk strategy of senior management.
- Prioritize the risks faced and ensure that risk mitigation focuses on the critically identified risks; and,
- Communicate NCT&H's risk management capability to the Board of Directors and related committees.

Risk Management *(continuation)*

The Board of Directors are committed to fostering a culture of risk management and developing and implementing frameworks, processes, tools and structures that systematically and proactively identify, measure, mitigate and report risks. The purpose and objective of the Risk Management policy is to:

- Communicate objectives and key principles of risk management.
- Develop a common understanding across the Company of acceptable risks, so that decisions across management levels are taken in accordance with the Company's strategy.
- Formalize and communicate consistent processes and tools for identifying, measuring, mitigating, monitoring and reporting risks at all levels within the Company; and,
- Hold all staff accountable for managing the key risks within area their areas of responsibility and clarifying their interactions.









Employment Sustainability

Our employee-centric culture prioritizes your growth and success above all, fostering a shared commitment to excellence in a dynamic environment where innovation thrives beyond industry's best practices. Through unwavering dedication, our teams deliver exceptional, high-quality services to clients, supported by annual performance reviews that encourage smarter workflows and well-deserved rewards, alongside regular workshops that ignite team spirit and reinforce the true meaning of collaboration.

Focusing on Six Core Elements of Sustainable Employment:

- Fair Compensation & Benefits
- Healthy and Safe Working Conditions
- Continuous Learning & Development
- Inclusive and Diverse Workplace
- Employee Engagement and Empowerment
- Environmental Responsibility

Supporting Local Suppliers

We encourage our procurement team to incorporate a minimum of 20% of local supplies in their products and services. Local products are given higher priority in terms of supplier selection. Suppliers with high National In-Country Value (ICV) scores are prioritized in awarding the business thereby participating in promoting local vendors and entrepreneurs. The approval of a supplier is based on one or a combination of multiple criteria including experience, certifications, credibility, reputation, HSEQ compliance, internal evaluations, and possible effects to sustainability. The National (ICV) Program is a UAE government program that aims to enhance economic performance and support local industries by focusing higher portions of public spending on the national economy. This is to promote local companies and quality of local products, increase demand for local products and services and eventually contribute to the growth of national GDP.

In 2025, 39.64% of the Catering suppliers are ICV certified, which increased by 3.15% from the previous year. While NCT&H is also an ICV certified company, Catering has a percentage split on sourcing in value of 41% for local products of major suppliers in the region and 59% for other products, thereby showing our commitment to support the UAE economy.







Sustainability Strategy

Since our founding, sustainability was a core component of our strategic direction and vision, positioning us as pioneers of corporate sustainability in the region and the world and to this day, sustainability is integrated into our operations at all levels. The NCT&H strategy is supported by a stakeholder-focused, data-driven approach that adjusts to changes at the global, regional, and local levels, and meets the needs of stakeholders. Embedded in our approach is the proactive stewardship of the Six Capitals.

1. Natural

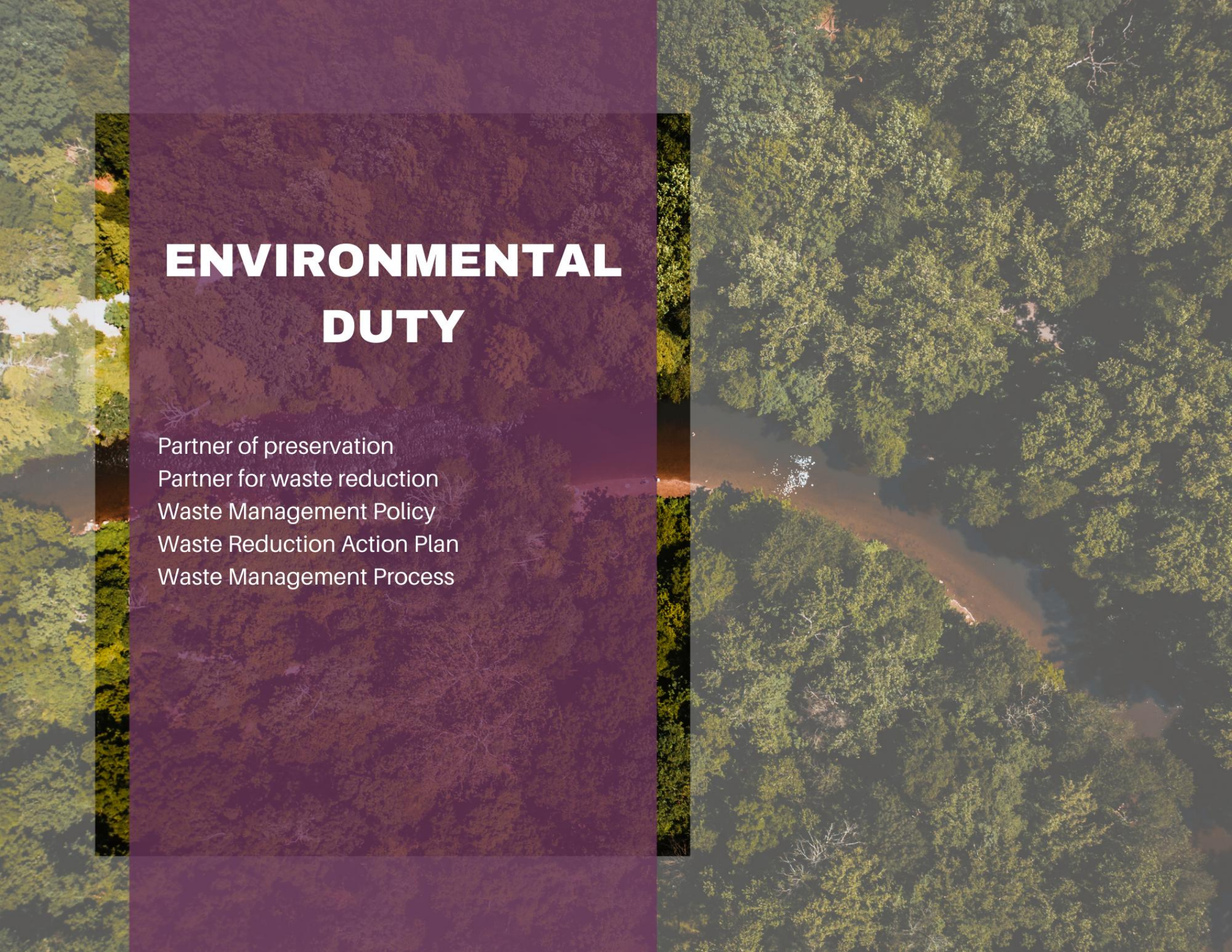
2. Human

3. Social and Relationship

4. Manufactured

5. Intellectual

6. Financial



ENVIRONMENTAL DUTY

Partner of preservation
Partner for waste reduction
Waste Management Policy
Waste Reduction Action Plan
Waste Management Process

Partner for waste reduction

NCT&H operated under the regulation of TADWEER (Centre for Waste Management). All waste is managed in line with TADWEER's guidelines and disposed of at authorized recycling centers managed by the Abu Dhabi Waste Management Center.

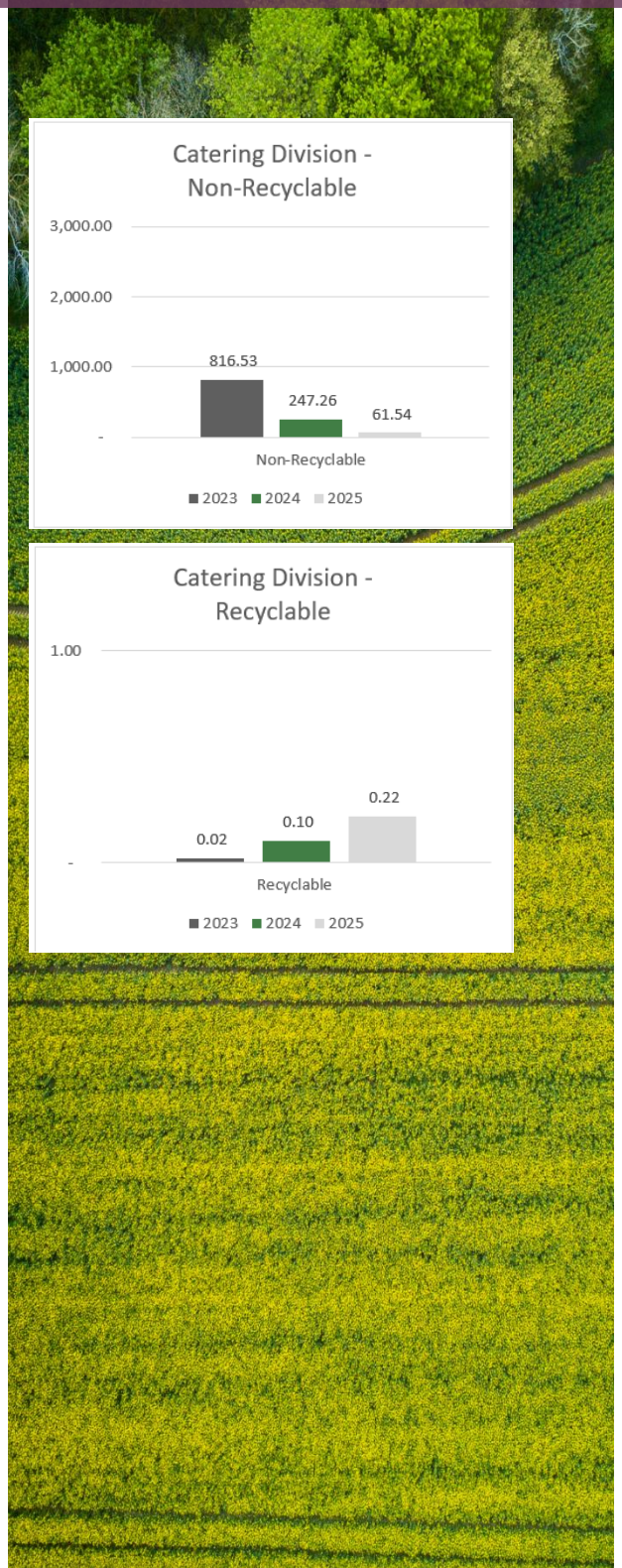
As per data accumulate as of 31st December 2025, catering sites disposed of **61.54 tons of Inert/ Sweeping Waste (Landfill waste) which decreased by 75.11% from 2024, 0.35 tons of treated waste which increased by 348.72% from the previous year (full of Chemical waste) and 0.22 tons of recyclable waste.** Both recyclable and non-recyclable waste are quantified, and measures are in place to reduce it year on year. The significant decrease in waste was also due to the demobilization of some campsites.

Note: From Sep 2023, the Recyclable waste was handled and processed by Client itself. 0.22 figure mentioned above includes only HO waste.

Waste Reduction

NCT&H is ensuring to reduce its waste by applying the best available strategies such as:

- Efficient inventory management
- Identifying and controlling major waste sources
- Waste reduction audits.



Recycling Program

All glass bottles and aluminum cans are collected separately and recycled. Plastic materials are collected separately from the place of waste generation including laundry, restaurants and food production areas by an assigned person and recycled. Printer cartridges and batteries are recycled where possible. Wastepaper and cardboard collected from the entire hotel is separated from landfill waste for recycling. Cooking oil is collected by a licensed contractor and recycled.

Green Practices

The use of lighting, heating and air conditioning is constantly monitored to ensure these resources are not wasted without compromising the comfort of our guests. Motion light sensors are installed in the corridors. Stationery items are reused wherever possible. Soap dispensers are used in public toilets to reduce the waste from under-utilized soap bars. Implementation measures are continually monitored for progress through regular assessment.

Partner of preservation

Water Conservation

Hotel rooms are fitted with low-flow aerators on showerheads, toilets, and faucets to reduce water consumption. Public area restrooms feature sensor taps, as well as waterless and sensor operated urinals for both guest and employees.

Electrical Energy Conservation

Light-emitting diode (LED), a highly energy-efficient lighting technology, is being used within the hotel. All equipment being purchased is Energy Star® compliant. New programmable thermostats in guestrooms eliminate unnecessary energy usage. Energy efficient light bulbs are installed wherever possible and ongoing. Guests can participate by keeping their door closed when the air conditioning is switched on.

Our hotel (Danat Al Ain Resort) utilizes Variable Frequency Drive (VFD) for its chiller compressor. The VFD allows for precise control of the chiller compressor's speed by adjusting the frequency and voltage supplied to its motor.

This flexibility enables the chiller to match the cooling load requirements more accurately. By modulating the compressor speed based on demand, VFDs can help manage energy peaks, potentially reducing electricity costs and contributing to more stable power usage.

Paper Waste Limitation

Email communications are only printed when necessary. Copies, notes and memos are edited on the computer to avoid printing and reformatting faxes to eliminate cover sheets. Revision features in word processing software is used to edit documents on-screen instead of printing drafts and making handwritten comments. Furthermore, double-sided printing has also been adopted.

To minimize paper utilization, an electronic filing system was adopted. An intranet network is already in place to implement electronic printing which simplifies the transfer of information and reduces the amount of paper wasted in printing drafts and other documents.

Waste Segregation

The system promotes paper waste reduction by allowing employees to share and exchange digital documents, instead of printed copies. Each employee is granted network access upon joining, providing easy access to important company policies and documents. This minimises the need to distribute hard copies and support the organization’s Waste reduction efforts.

Additionally, all offices and the reception desk follow an ongoing paper resuse program before disposal.





Waste segregation at source is already practiced. A proper waste segregation plan is proposed for further actions according to the scope of NCT&H activities. Waste segregation can be done manually or mechanically. Following are the details for waste segregation:

- All waste will be segregated at source as per type of waste (recyclable, non–recyclable/non-putrescible, putrescible and hazardous).
- Waste shall be collected, segregated and stored in color-coded waste containers for different types of waste.
- For reuse purposes, some waste such as used printers, computers, or metal will be sold to a downstream vendor and record keeping will be in place.

Source segregation awareness build-up training for employees and staff will be continued in the coming year.

Green line Environmental Services

We have partnered with Green Line Environmental Services to further support us in our objective of efficient and effective waste management. Included in the risk assessment are the following forms of activities and their hazard aspect:

- Collection, construction, demolition of waste
- Collection of bulky and green waste
- Waste handling and transportation
- Chemical handling
- Cleaning and maintenance of bins and skips
- Mechanical and manual sweeping



Waste Management Policy

NCT&H has chalked out a waste management policy that is based on the 3Rs strategy. The main aims of the waste management policy are as follows:

Management Commitment

Top management will ensure the effective and integrated implementation of the waste reduction plan within the organization.

Encourage and Promote 3Rs Culture

To encourage and promote the organizational culture in coherence with the 3Rs (reduce, reuse, and recycle) strategy.

Reduce Landfill Waste

The management will ensure implementation in line with the policy, which aims to ensure minimizing the negative environmental impacts of business activities by reducing the landfill waste and ensuring disposal of waste materials in an environmentally responsible and safe manner.

Availability of Resource

Management will ensure the provision of all resources (financial and human) necessary for the implementation of the Waste Reduction Action Plan.

Training and Awareness

The management will engage a specific team for the implementation of the Waste Reduction Action Plan. This team will also ensure the provision of training and awareness corresponding to specific roles, responsibilities, and tasks within the integrated framework to achieve the overall objectives.

Sustainability of Waste Management System

The management will engage a specific team for the implementation of the Waste Reduction Action Plan. This team will also ensure the provision of training and awareness corresponding to specific roles, responsibilities, and tasks within the integrated framework to achieve the overall objectives.





Waste Reduction Action Plan

As a responsible entity, NCT&H believes in sustainability, respects the local applicable laws and is committed to the implementation of Abu Dhabi Vision 2030. Our WRAP aims to establish a waste management baseline and to reduce waste generation at the NCT&H facility. It also ensures environmentally sound disposal of waste.

This Waste Reduction Action Plan (WRAP) has been prepared for the purpose of clearly identifying the requirements for managing the waste generated by day-to-day operations of NCT&H

to achieve:

- **20% overall waste reduction per year** to comply with Tadweer requirements for the Waste Reduction Action Plan (WRAP).
- Procurement of equipment and services for implementation of the **Solid Waste Management** (SWM) system and to provide a baseline for all other types of waste management plans.
- Consolidation of information about the SWM system by conducting well-defined **accountability for generated waste**.
- Compliance with **Waste Reduction Policy**.
- Compliance with **regulatory requirements.**
- Increased profitability by **reducing recycling and reverting** waste from landfill.
- Increased **awareness of employees and staff** so that they can contribute and support the management for the effective implementation of a plan to reduce waste.
- Identification of all types of waste produced during organization activities and to take **appropriate measures to control and reduce** waste.
- Promotion to **reduce, reuse, and recycle culture** in all services and activities of the corporation.
- **Environmentally sound disposal** of waste.
- **Continuous improvement** in the waste management system.
- **Management of waste** contractors



Types of Waste

NCT&H has a diversified portfolio including catering, support services, facility management, and cleaning services. NCT&H also operates as an environmental service provider and has a permit to practice waste management from Tadweer.

Following is a list of the types of waste generated at NCT&H facilities and other sites where NCT&H is responsible for waste management:

- Inert/Street Sweeping (Garbage)
- Wood Waste
- Plastic
- Cardboard/Carton
- Paper
- Agricultural Farms
- Chemical/Waste

Waste Management Process

NCT&H adopts the best waste management practices to handle all types of waste (both hazardous and non-hazardous). NCT&H executed the application and ongoing enhancements of the 3Rs strategy to fulfill the objectives outlined in the Waste Reduction Action Plan. This includes striving for a 20% reduction in overall waste within the next year, aligning with the specifications set by the Centre of Waste Management (CWM). As far as recyclable waste is concerned, paper, plastic, and wood waste are stored separately after segregation in designated areas/skips for final disposal at recycling facilities.

NCT&H Head Office

NCT&H has signed a contract with the CWM approved ESP Zone Waste Management for the collection of waste from its head office. Paper and plastic were produced from this location.

NCT&H Client Sites

NCT&H is the CWM approved environmental service providers (ESPs) for the region who can manage waste transportation. Our major partner is ADNOC Refining ADRD. The types of waste collected from these facilities consisted of inert/street sweeping and wood waste.

NCT&H Retail Division

NCT&H has signed a contract with Averda Waste Management LLC for the collection of waste from its retail division.

NCT&H Catering has a contract with AVERDA Waste Management LLC for the collection of regular waste, plastic, and cardboard recycling from the central warehouse.

NCT&H Chemical Store

NCT&H has also signed a contract with the CWM approved ESP CLEANCO Waste Treatment LLC for the collection of waste from its chemical store. Hazardous waste was generated from this facility.





Corporation Programs

Desert Cleaning Campaign

The catering and support services division engage in initiatives focused on preserving desert ecosystems through desert cleaning activities. These arid regions host a variety of unique habitats, and our ongoing dedication to cleanliness serves as a protective measure for these environments. This commitment actively contributes to the conservation of biodiversity, creating an atmosphere that invites tourists to explore and appreciate wildlife in its natural setting.

Green Parking (EV Charging Stations)

One of the initiatives taken by the corporation is making available EV Charging stations in our owned hotels. Through the partnership with Future Link, Porsche, & Tesla, may now recharge their vehicles in the Hotels. By opening an avenue for renewable energy consumption, it allows us to decrease the number of consumers who are still tied up with using non-renewable sources. As a background, non-renewable energy is a source that carries great risk of depletion. Examples of this are coal, petroleum, and natural gases.

Sewage Treatment Plant

One of our owned hotels – Danat Jebel Dhanna Resort, is able to recycle and reuse water. All purified and recycled water is being used for the irrigation system to maintain hotels garden areas, plants and trees. Lab testing is periodically performed to ensure that the recycled water produced does not result in any risk to anyone staying in our property. This was made possible through our partnership with Enleon Technical Services L.L.C.

Tree Planting

NCTH has taken a proactive step toward environmental sustainability by planting 6 trees, contributing to the preservation of nature and reduction of its environmental footprint.





Corporation Programs

Plastic Bottle & Can Collection Campaign

NCT&H is dedicated to environmental sustainability through our Bottle and Can recycling initiatives. By promoting the collection and recycling of bottles, we aim to reduce waste, conserve resources, and minimize pollution. Our efforts not only help protect natural ecosystems but also foster a culture of responsibility and awareness about the importance of recycling in preserving our planet for future generations.

This achievement was made possible through the collaborative efforts of the Catering and Support Services Division and Hotels Division, demonstrating our commitment to sustainable development. Recycling plastic bottles results to contributing to a positive environmental impact and mitigating climate change.





Clean UAE Campaign

NCT&H proudly participated in the Clean UAE Campaign, organized by the Emirates Environmental Group (EEG), reaffirming our commitment to environmental sustainability and community engagement.

Our team joined forces with EEG, government entities, and other organizations to raise environmental awareness, reduce waste, and help preserve the UAE's natural beauty. This initiative reflects NCT&H's belief that collective action and responsible practices are key to protecting the environment for future generations.

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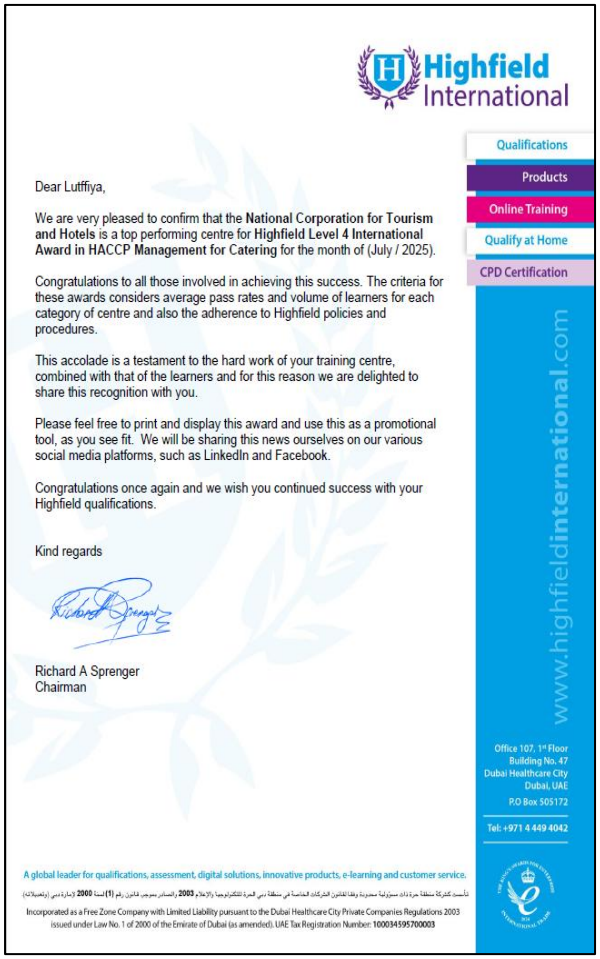


Food Wastage Program

Our Catering Division prioritizes continuous initiatives for food waste reduction through campaigns and training. Recognizing that food loss occurs across the entire value chain, from production to consumption, the program addresses the environmental impact, including contributions to an unstable climate and global greenhouse gas emissions. Periodic food waste reduction initiatives are implemented at various sites, addressing distinct phases of food production. During the receiving and storage stages, a thorough inspection of all goods is carried out to ensure quality and safety, with particular attention given to perishable or short-life products. The food preparation phase emphasizes awareness of the precise quantity of raw materials needed for a specific number or volume of finished products. At the service stage, ongoing measures include regular menu reviews, identification of least-moving dishes, and careful control of food portions to minimize plate waste.

The Catering Division has incorporated Chefs Eye Tech as a precision tool for systematically recording and overseeing food waste. On a monthly basis, the team thoroughly analyzes trends, revisits established targets and compares them with the observed patterns to assess the progress made in minimizing food waste.

The company's commitment to achieving Sustainable Development Goal (SDG) 12.3, which targets a 50% reduction in per capita global food waste by 2030, is exemplified through its active participation with ne'ma for Food Waste Reporting. This involvement extends to a national trial organized by ne'ma for reducing food loss and waste within the HoReCa sector in the UAE, spanning from August 1 to October 25, 2023, and after the successful trial, we are continuing the program with ne'ma.

During this trial period, are engaged in comprehensive reporting, encompassing the declaration of kitchen waste, plated waste, and edible waste. This meticulous data collection is crucial for understanding and addressing the specific points in the value chain where food waste occurs.

ne'ma, a collaborative effort between the Ministry of Climate Change and Environment and Emirates Foundation, aims to combat food loss and waste throughout the entire value chain. The initiative strives not only to address the practical aspects of waste reduction but also to influence behaviors and attitudes surrounding food consumption.



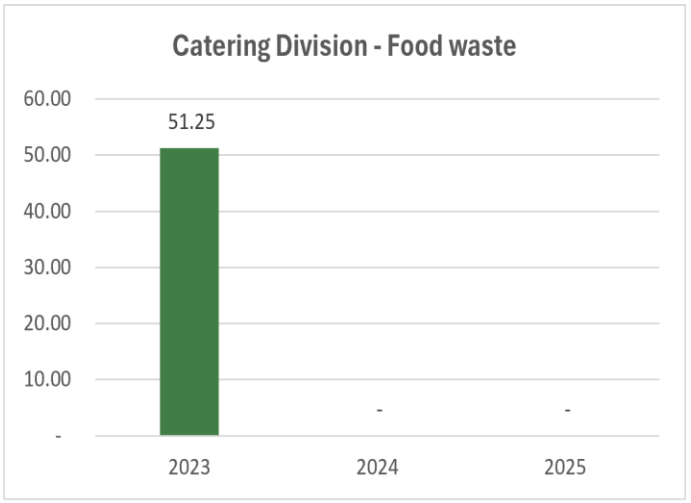


Data Statistics

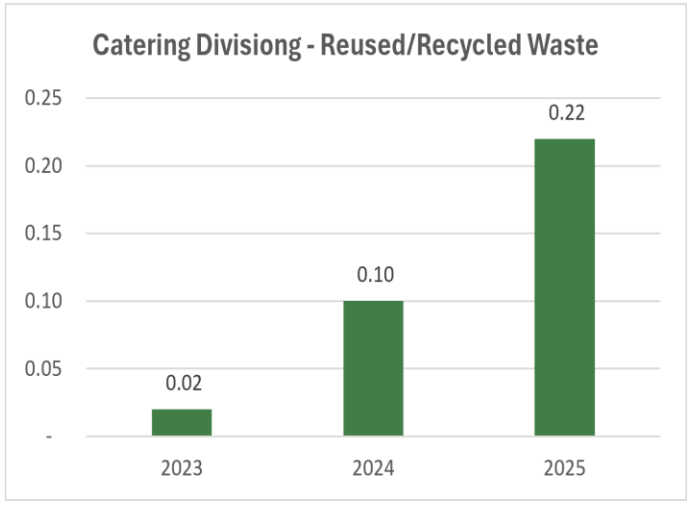
Performance metrics

In 2025 continued to be a challenging year for everyone, we have pushed our best efforts to achieve reduction of waste while increasing our efforts in recycling. However, it would be noted that we had difficulties in wasting recycling specifically for owned hotels. Our Catering division, on the other hand, was able to support said recycling. Food waste for the Owned hotels and Catering division have also decreased significantly through limitation of waste (e.g., by using only what is necessary) as well as due to the demobilization of some campsites for Catering division. This would not be possible without the support of our customers who have participated in our initiatives. *Figures presented are in Ton*.

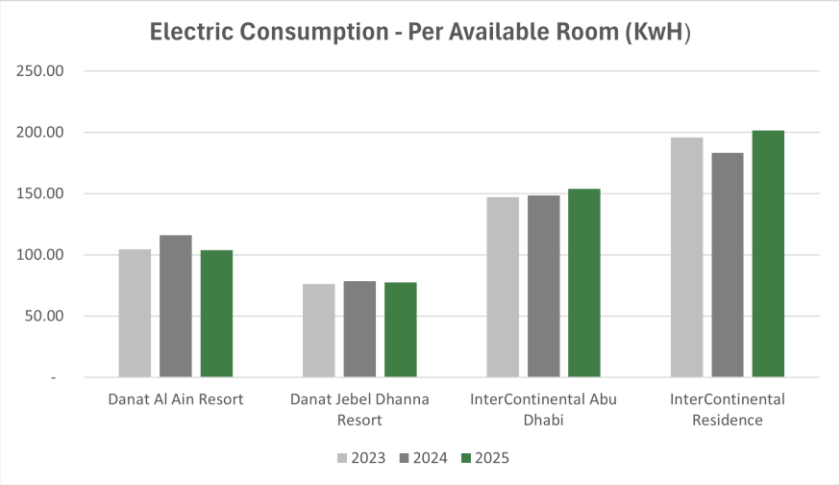


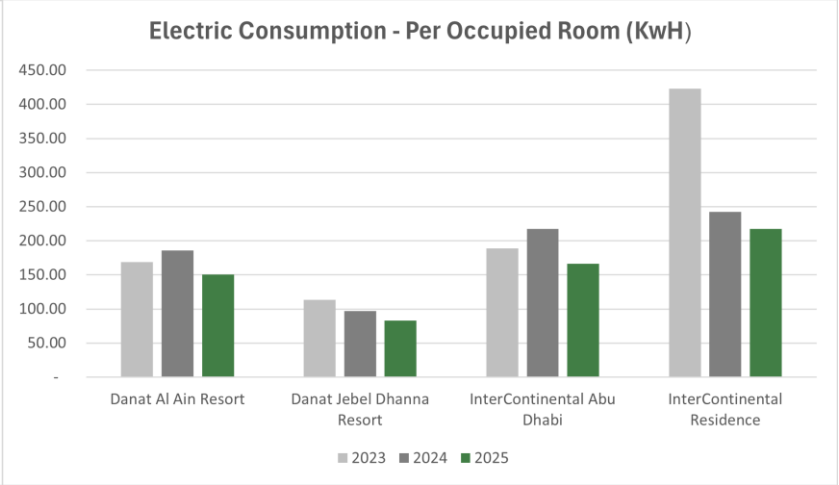


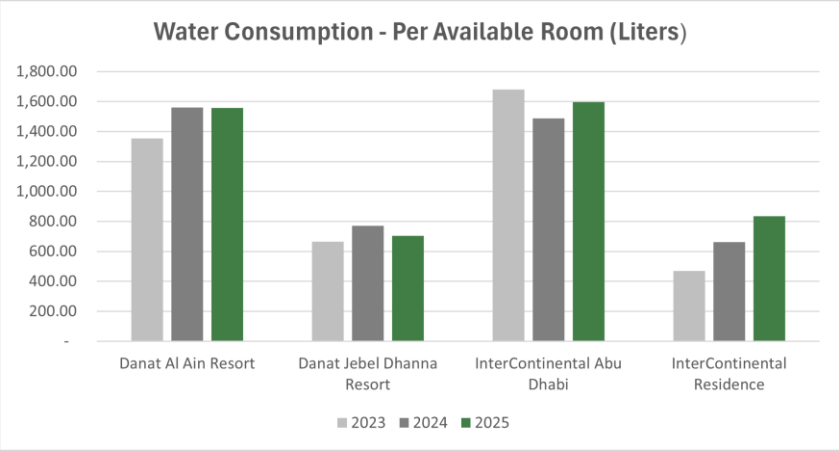


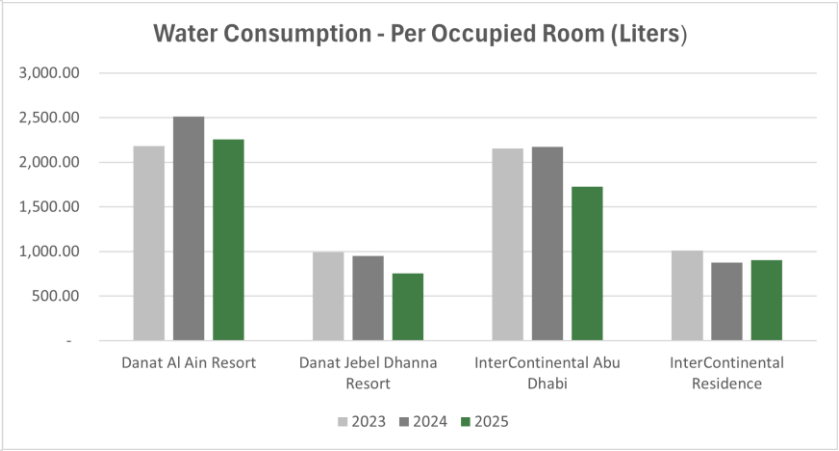


Data Statistics









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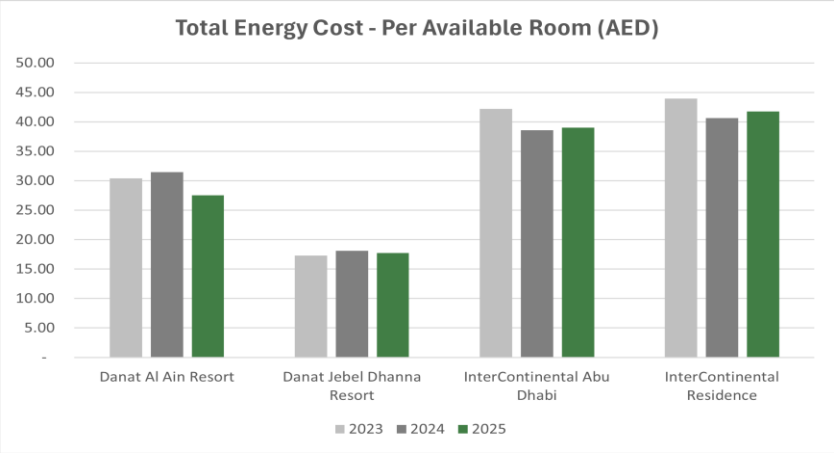
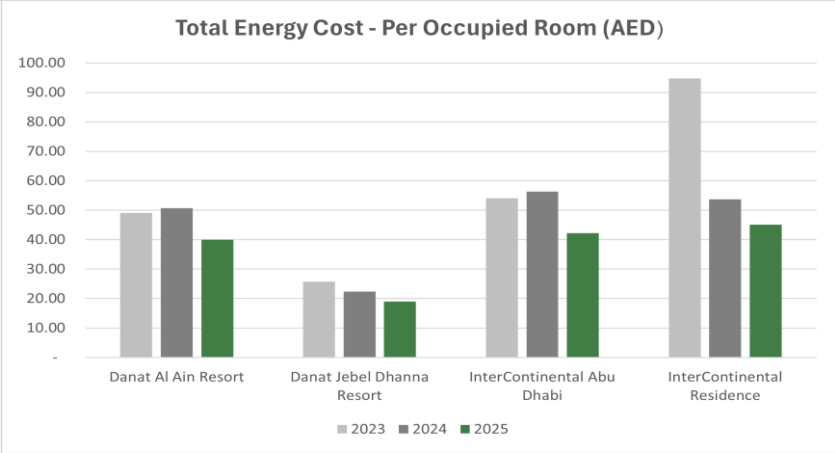
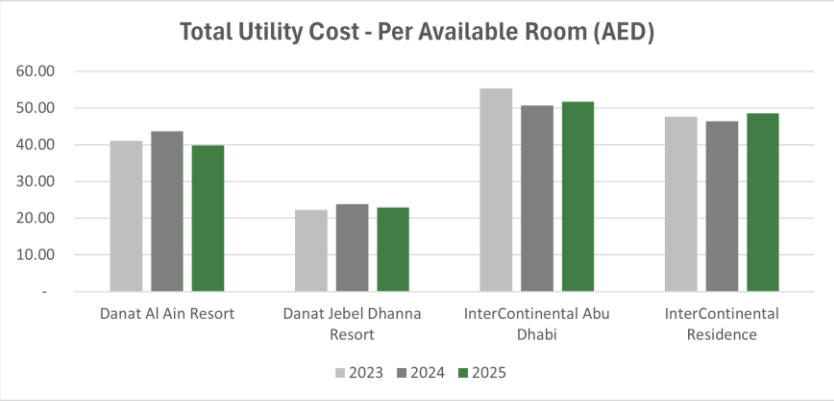
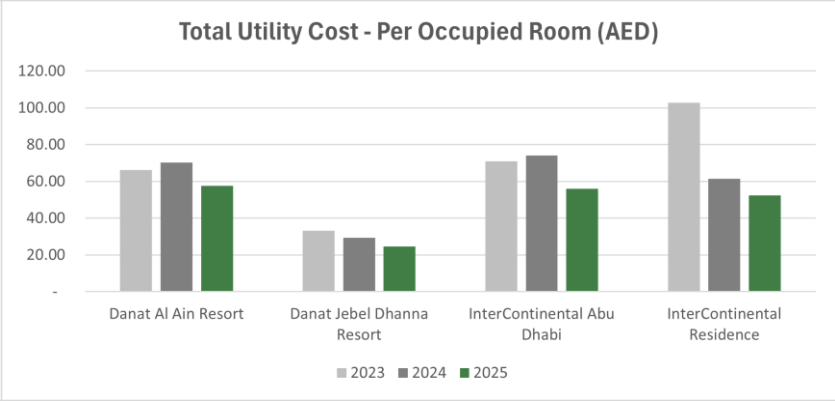










LIFE AT NCT&H

Our Philosophy
Corporate Culture and Principle
Equal Opportunity
Employee Recognition
Community Development
Safe Working Environment
Meet the Team
Corporate Activities
Data Statistics

Our Philosophy

The challenge of securing a motivated and dedicated workforce has grown more acute, making it essential to prioritize efforts in attracting, retaining, and nurturing a diverse, skilled team that embodies our core mission and values.

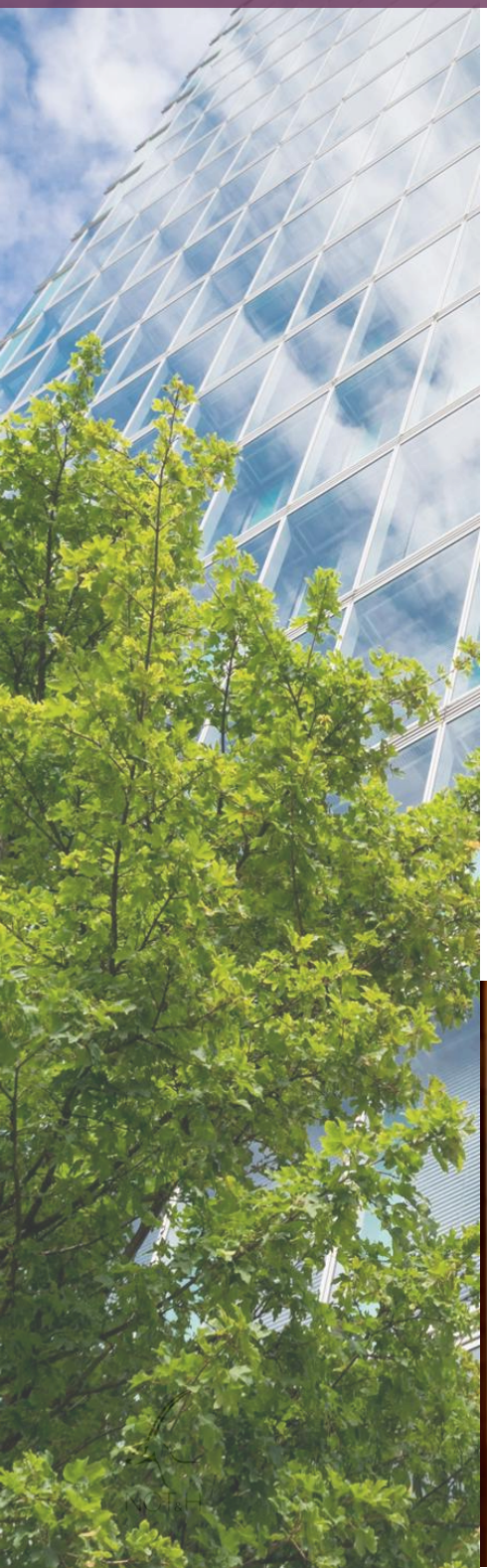
Human resources initiatives address this talent shortage by targeting key areas like productivity, employee motivation, performance standards, training, recruitment, and growth. While many view HR as solely accountable for these matters, every manager plays a vital role in employee development, with HR providing essential support.

Increasingly, more Human Resources Programs are being developed for employees in guest contact positions since their actions and service determine whether our guests come back. The front desk clerk or attendant knows best what services the guests want. Thus, employees are the most important resource in the hotel. Training programs must be developed to ensure employees know their jobs, their product, and the Danat Hotels & Resort standards of service.



"We strive to create opportunities for retaining employees, maintaining a positive and supportive workplace, promoting open communication, and overseeing employee relations and growth, all while fully complying with labor laws and regulations."





Vision

The vision of Danat Hotels & Resorts is to become one of the top three regional hotel operators in the UAE. We will grow our portfolio of properties by pursuing management agreements and lease agreements as well as developing our own hotel.

Mission

Our mission is to maintain our achievements, to improve them and to create new value for our customers, employees, and shareholders.

Engaging our people

With things starting to gradually return to normal in 2025, we have managed to hold simple events to remember and strengthen our bond as a community.

Engaging employees within a team is crucial to building a productive and motivated workforce. Different programs were held for the team to feel engaged, more likely to be committed to the company's goals, take ownership of their work, and provide excellent customer service. Programs such as wellness activities, cricket tournament, Independence Day, international chef's and lifeguard appreciation day, and many more.

Our objective is to always unite our employees and to be there even during difficult times. We are proud of the number of employees who have dedicated their profession and have stayed with us through the years. Our diversity in age represents our acceptance and respect for each generation.





Corporate Culture & Principle

Culture is made up of many components including traditions, principles, core values, beliefs, operational philosophy and visions. The following outlines or company's beliefs and principles, which forms an integral part of our culture:

Ethical Behavior – We commit to upholding the highest standards of ethics and business etiquette, aligned with best practices and the laws of the countries, states, and cities where we operate. Ethical leaders act as exemplars for employees, establishing the organization's tone and motivating widespread compliance. This robust ethical culture boosts employee morale and satisfaction, builds customer trust and loyalty, and aids in attracting and retaining elite talent.

Technological Advances – We aim to use the most effective technology and systems available that will achieve strong analytical abilities, improve the financial controls, and assist in having adequate historical data in all pertinent aspects of the business.

Environmentally conscious & Productive – We are conscious and committed to undertake our fair share in seeking to preserve and protect the environment when conducting business. We identify ways to streamline processes, reduce waste, and increase efficiency through established goals and targets for sustainability and engage employees in the effort to achieve them.

Best Practice for Corporate Citizenship – We respect our suppliers, associates, and communities and strive to achieve a balanced, fair, and harmonious co-existence within communities and environment.

Individual Opportunities, Communications, and Expressions – We give our employees the appropriate resources, training, and authority required to carry out their responsibilities. We treat each other fairly with respect for individuals, while developing our talents and skills to their fullest potential to increase our contribution to the success of the organization we are in. By promoting individual opportunities and communication, we create a positive and supportive work environment, enhance employee engagement and satisfaction, and foster a culture of innovation and collaboration.

Quality and Customer Orientation – We recognize that superior quality of products and services, continuous improvement and innovation and increased efficiency and competitiveness are key elements in fulfilling both internal and external customer expectations.

In Search of Excellence on behalf of our Shareholders & their Interest – We pledge to protect and ever seek to increase shareholders' interest and value at the best of our ability. Thus, through continuing financial growth of each business, we will constantly improve the return on investment to our shareholders.





Equal Opportunity

We base all employment decisions – including hiring, compensations, and promotion – on qualifications, experience, and merit. We do not tolerate discrimination of any kind. By fostering fairness, diversity, and inclusion, we create a workplace where everyone feels valued, respected and empowered to succeed.

The employee's advancement within the organization depends upon his or her performance. The employee is considered for advancement when he or she demonstrates the competence and judgement needed for the next level of responsibility. The performance of the employee is evaluated in writing at least once each year.

Promotion

Within the Owned Hotels, 21% females and 2% females in the Catering division were successfully promoted. In the case of Owned Hotels, women accounted for 30% of the overall inter-company transfers, whereas in the Catering division, this ratio stood at 22%.

Increment

Our Head Office and Catering has increased significantly with a ratio of 33% and 15% were attributed to females for increment purposes. This signifies our commitment to fostering equality and recognizing the contributions of women in the workplace.

Women Empowerment

Diversity allows us to learn from one another. However, we understand that it has been a struggle worldwide to close the gap between the female to male ratio for any given industry. This year we showcased our support for the female representation by joining them in the International Women's Day held last March 2025.

Our goal is that we become an organization wherein equal opportunity is made available for everyone. Looking ahead, we are committed in continuously decreasing the gap between the male to female ratio to unleash their full potential and make valuable contributions to the economy and society. We are devoted to including more programs that allow us to create a safe working environment, free from gender-based harassment and discrimination.





Employee Recognition

Employees are the most crucial resource in our company and should be frequently recognized for their achievements such as employee suggestions, honesty, extraordinary performance, and the likes. Employee recognition has a powerful impact on employee engagement, motivation, and job satisfaction. Moreover, employee recognition can lead to higher staff retention rates. The costs incurred by high turnover rates can be decreased when employees feel valued and appreciated, decreasing their likelihood of leaving the company. The HR department is responsible for developing creative ways to recognize employees for various reasons. The HR Manager must also ensure that management clearly understand the value of praise and practice it daily.

We appreciate our employees who show commitment and excel in their jobs and show our gratitude through our Employee of the Month program (EOM). Wherein, each month one employee is nominated as the EOM. We also have the Employee of the Year Program as an extra token of appreciation for the efforts exerted by the team.

Monthly and yearly recognition is made in recognition of the hard work and commitment which significantly contributes to the success of the Corporation. Performance evaluation is completed based on the following criteria:

- ✓ Job Knowledge
- ✓ Quality & Quantity of work
- ✓ Attendance
- ✓ Commitment
- ✓ Capacity to develop
- ✓ Communication and teamwork
- ✓ Attitude & Behavior
- ✓ Equity and Impartial
- ✓ Problem Solving
- ✓ Decision Making
- ✓ Judgement
- ✓ Initiative & Motivation
- ✓ Planning & Organizing
- ✓ Personnel/Uniform appearance
- ✓ Productivity
- ✓ Creativity
- ✓ Reliability
- ✓ Adaptability
- ✓ Listening Skills

Training & Development

The management trainee program is a fast-track program that trains highly potential employees for management positions. Candidates may either be new employees or employees who have been with the company for a period. The program combines theoretical and practical training in all aspects of the hotel, and the duration of the program may last up to a one full year.

NCT&H Catering and support services division is an approved training center from Highfields UK and delivers training programs in Food Safety, Health Safety, and HACCP. The division has qualified trainers who deliver courses in the above areas from basic to advanced.



Community Development

The Corporation and its employees are proud of the positive impact they have on many levels in the areas where they work and live, and they prioritize this impact in all their activities in local communities on which they depend for the operational mission's support, the purpose is always to give adequate consideration to social issues when planning and implementing projects and programs that the Corporation is working on. Working together to bring positive change, build strong relationships in the community and reduce the environmental footprint caused by the activities of some companies in their areas of work, and lead through providing engagement with the community in the Company.

The National Corporation for Tourism and Hotels believes that it can have a significant impact on the local community. The Corporation supports local and regional care, as well as many non-profit humanitarians working together towards a common goal, which builds strong relationships. It may be determined by community needs, goal-oriented activities, or the desire to show a company's commitment to humanitarian causes - even if such reasons lie outside of their industry's core competencies.

Breast Cancer Awareness

We are proud to champion health and well-being initiatives, and one because that holds a special place in our hearts is Breast Cancer Awareness. Recognizing the significance of this global health issue, we have undertaken a concerted effort to raise awareness and support for breast cancer within our organization.

Mental Wellness

NCT&H Catering and support services team implemented programs regarding the necessity of enhancing employees' mental wellbeing. It includes a variety of elements, such as the capacity to handle stress, the presence of supportive connections, and a sense of meaning and fulfillment. Good mental health is crucial for general well-being and quality of life since it enables people to cope with daily obstacles and enjoy life. Together with enhancing the welfare activities, a structured training program was rolled out on Mental wellbeing. Sites organized workshops which helped to keep the momentum high.

Caring for the Community

InterContinental Abu Dhabi has partnered with Basmet Amal, a charity organization, delivering ongoing help to orphans and people in need. The hotel aided individuals and families who are facing food insecurity, helping to ensure that they have access to adequate nutrition.





A Safe Working Environment

NCT&H has developed Food hygiene and Quality system standards based on the HACCP concepts and proudly hold the following ISO certifications:

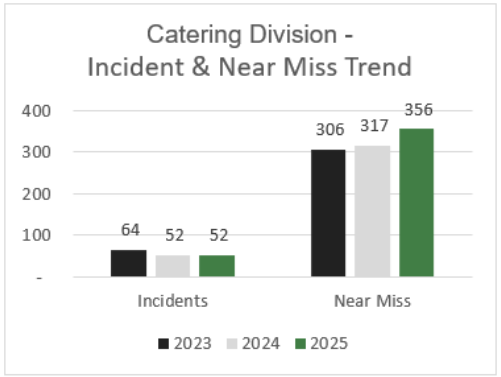
- ISO 9001:2015
- ISO 14001:2015
- ISO 45001:2018
- ISO 22000:2018

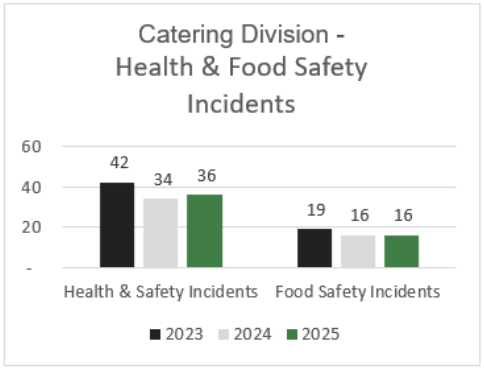
Catering division, across all the 7 site locations, successfully certified in Health and Safety, Quality, Food Safety, Environment, and HACCP Certification. NCT&H also follows the highest standards in cleaning services. The division is approved from the British Institute of Cleaning Services (BICS).

NCT&H places a strong emphasis on maintaining a safe working environment where employees are protected from potential hazards that could lead to injury, illness, or fatality.

The catering division's incident trend consistently follows the 19% of the past two years. The near miss trend has increased by 12% from 2024, which is a great indication of the organization's commitment to prevent and eliminate accidents by reporting the near misses as they occur. If the near misses are not reported, incident investigations will not be carried out and none of the problems and warnings will be found.

Health and safety incidents in Catering division were slightly increased by 6% compared to 2024. But over the past five years, a cumulative 80.56% reduction has been achieved, highlighting sustained improvements and the success of our Health & Safety initiative. Food Safety Incidents in Catering division consistently follows the 16% in 2025 compared to 2023. Overall, Food Safety incidents have declined by 75% since 2021, emphasizing the continuous progress in maintaining food safety standards.





Our owned hotels also conduct frequent inspection of hotel facilities and perform incident investigations to identify root causes of hazards as well as detecting opportunities for corrective action or preventive measures. NCT&H constantly commits to staying up to date on safety regulations and laws and ensuring the workplace complies.

Meet the Team



Pronami Saikia
Captain
(Indian – Asia)
"Thank you for giving me this opportunity to continue to work in this company. I deeply appreciate the confidence and trust in me"

Nicole Zane Elvenich
Commis Chef 1 (Intern)
(South Africa – Africa)



"This is my first work experience in the UAE, and I am truly grateful to be part of Danat Al Ain Resort. The welcoming and supportive team has made my journey inspiring from the start. I love what I do and am committed to giving my best to contribute to the hotel's continued success."



Assia Largou
Sales Executive/Banquet
(Morroco - Africa)
"Although I am new to the company, the warmth and support of my colleagues made me feel at home from the start. The helpful and cooperative sales team made my transition smooth and inspiring. I am truly grateful to Danat for this opportunity and for the invaluable learning, guidance, and support—especially from my reporting manager."



Naveen CK
EHS & Hygiene Officer
(Indian - Asia)
"I'm deeply grateful and honored to be part of such an exceptional team, and I eagerly anticipate growing alongside the company while contributing my utmost to our shared success and future achievements."

Stories of Progression



Priyanka Indika
Financial Accountant
(Sri Lanka - Asia)
"I am thankful to Danat for fostering an environment where everyone's efforts and skills are truly recognized. I began my journey here as an Accounts Payable employee on January 19, 2023, and I was promoted to Financial Accountant in September 2024. I believe that hard work and passion are the keys to success, and I always strive to share my knowledge and experiences to inspire others."



Shadi Salama
Duty Manager
(Egyptian – Africa)
"Thank you so much for the well-deserved promotion! I'm overflowing with gratitude for your trust in me and absolutely thrilled about this incredible opportunity to grow, contribute even more meaningfully to our team's goals, and make a lasting positive impact together."

Stories of Progression

Thambirajan Subramanian
Cluster Chief Steward
(India – Asia)



"Proudly from India, Thambi began his career in kitchen stewarding, joining InterContinental Abu Dhabi in 2013, where he developed a strong foundation in hospitality operations. Over the years, he gained valuable experience and knowledge, learning the ins and outs of the stewarding department while building a deep appreciation for the industry.

He progressed from Cluster Assistant Chief Steward to Cluster Chief Steward, demonstrating dedication, leadership, and expertise in managing operations and teams. Thambi is committed to learning more about his profession and continuously improving his skills. Passionate about his work, he is happy with his role and truly loves what he's doing, contributing to the smooth operation and success of the team."

Stories of Progression



Tharka Bahadur
Housekeeping Supervisor
(Nepal – Asia)

"We are pleased to see the growth of Tharka, who was recently promoted to the position of Housekeeping Supervisor at InterContinental Abu Dhabi in November 2025.

Tharka hails from Nepal and joined us at InterContinental Abu Dhabi as a Self-Checker, where he quickly demonstrated dedication, reliability, and a strong work ethic.

His commitment, attention to detail, and positive attitude have made him a valued member of the team, and we are proud to see him continue to grow within the organization"



Melanie Razon
Chief Concierge
(Philippines – Asia)

"I started my career as a Concierge at InterContinental Abu Dhabi, igniting my passion for hospitality and guest service. Progressing through Front Office roles, I became Chief Concierge, where I crafted exceptional guest experiences—earning praise as a guest favorite.

I introduced innovative solutions to boost satisfaction and loyalty, recently adding Treasurer duties for Abu Dhabi Le Clef d'Or to uphold hospitality excellence. With 8 years of service, I've forged strong industry ties and guest relationships, excelling in relations, leadership, event coordination, and ongoing growth—eager to mentor talent and elevate standards."

Celebrating Milestones



Vishakha Mendis

Housekeeping Supervisor

(Sri Lanka – Asia)

"Vishaka, originally from Sri Lanka, joined InterContinental Abu Dhabi in 2006 as a Public Area Attendant. She advanced to the Linen Room and now serves as Housekeeping Supervisor at the InterContinental Residences.

Her broad housekeeping experience has honed expertise in team management, efficiency, and top-tier cleanliness and guest satisfaction. Dedicated, detail-oriented, and passionate about hospitality, she's indispensable to the team—continuing to inspire colleagues and uphold excellence after 17 years."



Cherry May Cucal

Events Executive

(Philippines – Asia)

"My 23-year journey with Danat has been deeply fulfilling, allowing me to grow through various roles—from F&B to Front Office, Engineering, and finally Sales & Marketing as an Events Executive. Danat has truly shaped who I am today, and I am immensely proud to be part of the pillar that supports and strengthens the organization. I have no regrets about my journey here, and I remain committed to serving the company to the best of my ability while continuing to help, guide, and inspire fellow team members. Staying with the same hotel is meaningful when motivation comes from within, and Danat continues to inspire that passion in me every day.



Akram Basala

Security Manager cum Housekeeping In charge

(Egypt - Africa)

"My over 30-year journey with Danat has been filled with challenges, growth, and countless meaningful moments, all of which I take great pride in. From my early career with Danat to now proudly serving as Operations Manager, I carry with me a wealth of knowledge and experience that I am passionate about sharing with my colleagues to inspire them in their own journeys at Danat Al Ain Resort. I will continue to motivate others by sharing positive thoughts and experiences from the hospitality industry, and I am truly honored to be part of the Danat family.

Corporate Activities

Breast Cancer Awareness



Sport Activities



Blood Donation Campaign



International Worker's Day



Social Events



Beach Clean Up

World Autism Day



Data Statistics

In 2025, our company made meaningful progress in advancing gender diversity across all divisions, achieving an average 1% to 3% increase in the female-to-male ratio. Within our Owned Hotels and Catering division, Women in managerial roles rose by 6%, while supervisory positions increased by 1% to 2%.

Although sustaining momentum in the Head Office and Retail divisions presented challenges, our commitment to Women's leadership remained strong. We continued to recognize and promote the valuable contributions women bring, reinforcing our belief that diversity fuels innovation and success.

Professional growth opportunities also expanded through initiatives focused on skill development and career advancement, reflecting our dedication to nurturing talent across the organization.

We take pride in strong employee retention and our reputation as an employer of choice. By valuing both youthful creativity and experienced insight, we ensure equal opportunities for everyone to grow and succeed.

Gender Breakdown for 2025	Female	Male
Head Office	31%	69%
Retail Division	18%	82%
Owned Hotel	23%	77%
Catering Division	8%	92%
NTC	2%	98%

Women Leadership as of 2025	Head Office	Retail Division	Owned Hotels	Catering Division	NTC
Managerial	0%	0%	26%	9%	0%
Supervisory	35%	8%	25%	7%	13%
Rank & File	37%	22%	22%	9%	1%

Growth & advancement for 2025	Promotion		Increment		Transfer	
	Female	Male	Female	Male	Female	Male
Head Office	0%	100%	33%	67%	33%	67%
Retail Division	13%	88%	0%	100%	100%	0%
Owned Hotels	21%	79%	21%	79%	30%	70%
Catering Division	2%	98%	15%	85%	22%	78%
NTC	0%	100%	0%	100%	20%	80%

Years of service as of 2025	0-1	1-3	3-5	5-9	9-12	12-15	15+
Head Office	13%	29%	18%	9%	11%	4%	16%
Retail Division	20%	29%	32%	14%	0%	6%	0%
Owned Hotels	27%	33%	17%	9%	3%	4%	8%
Catering Division	15%	44%	18%	14%	4%	3%	3%
NTC	30%	34%	11%	18%	2%	1%	3%

Age Diversity as of 2025	18-30	31-50	50+
Head Office	20%	53%	27%
Retail Division	24%	64%	12%
Owned Hotels	42%	50%	8%
Catering Division	46%	50%	4%
NTC	18%	70%	13%

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GRI Context Index

References to FS indicate the 2025 Annual Report, to CG indicate the Corporate Governance report for 2025, and to SR indicate the Sustainability Report 2025.

GRI 1: FOUNDATION	
Statement of use	National Corporation for Tourism & Hotel (NCT&H) has reported the information cited in this GRI content index for the period January 1, 2025, to December 31, 2025, with reference to the GRI Standards.
GR1 used	GRI 1 – Foundation 2021

GRI	Disclosure	Page/URL
GRI 2 – GENERAL DISCLOSURES		
2-1	Organizational details	National Corporation for Tourism & Hotel (NCT&H) PO Box 6942, Abu Dhabi United Arab Emirates SR: Our Corporate Divisions P.11
2-2	Entities included in the organization's sustainability reporting	SR: Our Corporate Divisions P.11
2-3	Reporting period, frequency and contact point	January 2025 to December 2025 SR: Scope of the report P.2 SR: Report Assurance P.2 SR: Contact Person P.2
2-5	External assurance	Deloitte & Touche (M.E.)
2-6	Activities, value chain and other business relationships	SR: Our Corporate Division P.11 FS: General Information P.10 FS: Segment Information P.10
2-7	Employees	SR: Meet the Team P.46 SR: Celebrating Milestones P.48 SR: Data Statistics P.50 Full data set of information is currently unavailable
2-8	Workers who are not employees	
2-9	Governance structure and composition	SR: Corporate Governance P.9 Refer to NCT&H FS 2025 and CG 2025 available on www.ncth.com

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GRI	Disclosure	Page/URL
2-10	Nomination and selection of the highest governance body	SR: Corporate Governance P.9 Refer to NCT&H FS 2025 and CG 2025 available on www.ncth.com
2-11	Chair of the highest governance body	SR: Corporate Governance P.9 Refer to NCT&H FS 2025 and CG 2025 available on www.ncth.com
2-12	Role of the highest governance body in overseeing the management of impacts	SR: Corporate Governance P.9 Refer to NCT&H FS 2025 and CG 2025 available on www.ncth.com
2-13	Delegation of responsibility for managing impacts	SR: Corporate Governance P.9 Refer to NCT&H FS 2025 and CG 2025 available on www.ncth.com
2-14	Role of the highest governance body in sustainability reporting	SR: Corporate Governance P.9 Refer to NCT&H FS 2025 and CG 2025 available on www.ncth.com
2-15	Conflicts of interest	SR: Corporate Governance P.9 Refer to NCT&H FS 2025 and CG 2025 available on www.ncth.com
2-16	Communication of critical concerns	SR: Compliance & Ethics P.18
2-17	Collective knowledge of the highest governance body	SR: Corporate Governance P.9 Refer to NCT&H FS 2025 and CG 2025 available on www.ncth.com
2-18	Evaluation of the performance of the highest governance body	SR: Corporate Governance P.9
2-19	Remuneration policies	CG: Nomination & Remuneration Committee. CG: Method of determining remunerations. Full data set of information is currently unavailable.
2-20	Process to determine remuneration	
2-22	Statement on sustainable development strategy	SR: Sustainability Strategy P.23 CG: Environmental and Social Policy.
2-26	Mechanisms for seeking advice and raising concerns	SR: Compliance & Ethics P.18
2-27	Compliance with laws and regulations	SR: Governance & Integrity P.17

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GRI	Disclosure	Page/URL
2-28	Membership associations	SR: Sustainability Strategy P.23
2-29	Approach to stakeholder engagement	CG: Investors' Relation.
2-30	Collective bargaining agreements	Collective bargaining is not permitted within the UAE
GRI 3 – MATERIAL TOPICS		
3-1	Process to determine material topics	SR: Scope of the Report P.2 FS: Independent Auditor
3-2	List of material topics	SR: Employment Sustainability P.21 FS: Letter to Shareholders P.
200 – ECONOMIC PERFORMANCE		
201-1	Direct economic value generated and distributed	SR: Financial Performance P.10 Refer to NCT&H FS & CG available on www.ncth.com
201-4	Financial assistance received from government	SR: Supporting local suppliers P.22
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Refer to NCT&H FS 2025 and CG 2025 available on www.ncth.com
202-2	Proportion of senior management hired from the local community	SR: Employment Sustainability P.21
203-1	Infrastructure investments and services supported	CG: Innovative Projects & Initiatives implemented.
204-1	Proportion of spending on local suppliers	SR: Supporting local suppliers P.22
205-1	Operations assessed for risks related to corruption	Refer to NCT&H FS 2025 available on www.ncth.com
205-2	Communication and training about anti-corruption policies and procedures	SR: Compliance & Ethics P.18

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GRI	Disclosure	Page/URL
300 – ENVIRONMENTAL		
301-1	Materials used by weight or volume	NCT&H currently does not collect this information at Head Office level. While we cannot report this data, we do actively manage and report on our strategy using the Waste Reduction Action Plan (WRAP)
301-2	Recycled input materials used	SR: Introduced Recycling Program P.25
301-3	Reclaimed products and their packaging materials	SR: Waste Management Policy P.28
302-1	Energy consumption within the organization	SR: Environmental Initiatives P.25 SR: Electrical Energy Conservation P.26 SR: Data Statistics outlined in P.36
302-2	Energy consumption outside of the organization	
302-3	Energy intensity	
302-4	Reduction of energy consumption	SR: Green Practices P.25 SR: Electrical Energy Conservation P.26
302-5	Reductions in energy requirements of products and services	SR: Environmental Initiatives P.25 SR: Electrical Energy Conservation P.26
303-1	Interactions with water as a shared resource	SR: Data Statistics outlined in P.36 SR: Sewage Treatment Plant P.31
303-2	Management of water discharge-related impacts	SR: Data Statistics outlined in P.36 SR: Sewage Treatment Plant P.31
303-3	Water withdrawal	
303-4	Water discharge	
303-5	Water consumption	
306-1	Waste generation and significant waste-related impacts	SR: Waste Management Policy P.28 SR: Types of Waste P.29

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GRI	Disclosure	Page/URL
		SR: Waste Reduction and Action Plan P.29 SR: Waste Management Process P.30
306-2	Management of significant waste-related impacts	SR: Waste Management Policy P.28 SR: Types of Waste P.29 SR: Waste Reduction and Action Plan P.29 SR: Waste Management Process P.30
306-3	Waste generated	
306-4	Waste diverted from disposal	
306-5	Waste directed to disposal	
400 – SOCIAL		
401-1	New employee hires and employee turnover	SR: Celebrating Milestones P.48 SR: Years of Service P.50 Full data set for new employee hires is currently unavailable
401-3	Parental leave	As per UAE Labor Law
403-1	Occupational health and safety management system	SR: A Safe Working Environment P.45 CG: Environmental and Social Policy. Full data set currently unavailable
403-2	Hazard identification, risk assessment, and incident investigation	
403-3	Occupational health services	
403-4	Worker participation, consultation, and communication on occupational health and safety	
403-5	Worker training on occupational health and safety	SR: A Safe Working Environment P.45 CG: Environmental and Social Policy. Full data set currently unavailable
403-6	Promotion of worker health	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	

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GRI	Disclosure	Page/URL
403-8	Workers covered by an occupational health and safety management system	
403-9	Work-related injuries	
403-10	Work-related ill health	SR: A Safe Working Environment P.45 CG: Environmental and Social Policy. Full data set currently unavailable
404-1	Average hours of training per year per employee	Full information is currently unavailable. Nonetheless, each division is continuously mandated to conduct year-round training for the development and advancement of our employee.
404-2	Programs for upgrading employee skills and transition assistance programs	
404-3	Percentage of employees receiving regular performance and career development reviews	
405-1	Diversity of governance bodies and employees	SR: Meet the Team P.46
405-2	Ratio of basic salary and remuneration of women to men	Full information is currently unavailable
406-1	Incidents of discrimination and corrective actions taken	This information is handled by the legal team and is considered confidential.
413-1	Operations with local community engagement, impact assessments, and development programs	SR: Corporate Activities P.31,32,33 SR: Community Development P.44
413-2	Operations with significant actual and potential negative impacts on local communities	
414-1	New suppliers that were screened using social criteria	Procurement policy is currently in place to ensure that new and existing suppliers also upholds the standards and values of the Corporation
416-1	Assessment of the health and safety impacts of product and service categories	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	The National Corporation for Tourism and Hotels is in compliance with all applicable laws, regulations in the United Arab Emirates. During the fiscal year 2025, the

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GRI	Disclosure	Page/URL
417-2	Incidents of non-compliance concerning product and service information and labeling	Corporation has not been subject to any penalties or restrictions either by the Securities and Commodities Authority or any other regulatory body. CG: Details of violations committed during the year 2025.
417-3	Incidents of non-compliance concerning marketing communications	The National Corporation for Tourism and Hotels is in compliance with all applicable laws, regulations in the United Arab Emirates. During the fiscal year 2025, the Corporation has not been subject to any penalties or restrictions either by the Securities and Commodities Authority or any other regulatory body. CG: Details of violations committed during the year 2025.
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	
419-1	Non-compliance with laws and regulations in the social and economic area	