

HOLDING – SUSTAINABILITY

# HEALTHY WORKPLACES POLICY

## Healthy Workplaces Policy

At Majid Al Futtaim, Sustainability means that we're committed to three fundamental business priorities: **Transforming lives in the communities we serve**, **Rethinking resources to make a Net Positive impact** and **Empowering our people to contribute at their full potential**. We are embedding these priorities company-wide, because we dare to make a difference in every area of our business. We intend to build a positive future for those we serve, while continuing to deliver on our vision to create great moments for everyone, everyday.

Majid Al Futtaim is the leading lifestyle conglomerate across the Middle East, Africa and Asia, serving over 560 million visitors a year. For the past two decades, we have shaped the consumer landscape across the region, transforming the way people shop, live and play, while maintaining a strong sustainability track record. We have over 40,000 team members in 15 international markets representing over 100 nationalities – all keeping the customer at the heart of everything we do, while living our values to be bold, passionate and together.

To create great moments for everyone, everyday, both now and in the future, we must deliver long-term benefits to the economy, society, and natural environment. We are acutely aware of the challenges facing the markets in which we operate and recognise that it is fundamental to our continued success to address these issues in a manner that aligns our business strategy with societal needs, while minimising environmental impact. We aim to become the sustainability partner of choice across the region.

At Majid Al Futtaim we believe that our greatest and most valuable asset is our people. Human Capital is one of our four strategic business priorities, which ensures that the best human resource practices are deeply rooted in our business culture. Attracting and retaining outstanding talent with the right vision, values and expertise is key to our continued growth. Our ability to provide workplaces and corporate programmes that support the wellbeing and productivity of our people helps us to incubate top talent and is a crucial part of what makes our business attractive and successful.

This policy sets out our approach to creating Healthy Workplaces as part of our Group Sustainability Strategy, Dare Today Change Tomorrow, and embodies our ambition to empower our people to unlock their potential. Adopting this policy forms the foundation of our approach to deliver on our Healthy Workplaces Sustainable Business Commitment:

All operating companies must have a wellbeing programme in place and demonstrate measurable improvements in employee health, wellbeing and productivity.

This policy addresses the design and amenities of our physical workplaces, as well as corporate programmes and activities, and highlights areas of innovation that we will be investigating over the coming year to support our employees' health and wellbeing at work. It has been developed to align with current international best practices and building standards in the market.

It is our expectation that our Healthy Workplaces Policy will be followed by all operating companies and business units where we directly employ staff.

## **Our Strategy**

Majid Al Futtaim is committed to:

1. Developing and implementing a physical workplace wellbeing enhancement programme based on an assessment of current performance against international best practice and employee feedback, and where appropriate achieving certification under internationally recognized standards such as the WELL Building Standard.
2. Creating a holistic corporate wellbeing programme that offers a range of benefits, activities and advice to employees that encourages and supports good mental and physical health and wellbeing. Activities should be accessible to all employees that are directly employed by Majid Al Futtaim and be determined by employee preferences and key mental and physical health priorities.
3. Setting specific employee health and wellbeing targets and communicating these to relevant stakeholders.
4. Monitoring and managing performance against targets and key performance indicators (KPIs) to drive real improvements in employee health and wellbeing, productivity and financial performance.

## **Performance Monitoring**

We will undertake regular performance monitoring against our commitments and maintain accurate records. Three main processes will be employed to ensure the business is maintaining agreed standards and generating positive outcomes from the health & wellbeing programme:

1. Regular workplace audits, and Indoor Environmental Quality (IEQ) testing to scientific protocol
2. Perception and satisfaction surveys of a proportionate sample of the workforce
3. Tracking of data against revenue and Human Resources KPIs

## **Governance**

Majid Al Futtaim commits to maintaining a high level of accountability in its professional conduct and to the stakeholders it engages with. This is evidenced by the separation of ownership and management, the existence of a strong management team supported by majority independent Boards, and the voluntary adoption of the UK's Combined Code on Corporate Governance.

The governance of the Healthy Workplaces Policy reflects our commitment to best practice and will ensure that:

1. The Board appoints a sponsor for our Healthy Workplaces Policy
2. Our Head of Human Capital takes responsibility for the implementation of this policy
3. A senior decision-maker responsible for Healthy Workplaces is appointed for each OpCo
4. A taskforce to support the implementation of the strategy with a network of champions is established across all OpCos
5. Where appropriate we will seek to set up relevant strategic alliances and partnerships with industry bodies and public health experts to advise us on evolving regional and global best practices

Responsibility for the delivery of this policy and its supporting processes rests with the Head of Human Capital and the Majid Al Futtaim Sustainability Committee as a sub-committee to the main Board, with oversight from the Chief Executive.

